






Asia Shaukat

Customer Service Agent

Dubai, UAE 

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PROFESSIONAL PROFILE

To attain excellence through hard work and innovation and to pursue a career that is creative and challenging. I will accomplish any given task through hard work and sincerity. Experienced for 4 years in total as Customer service, Admin and Assistant sales manager. Employees professionalism and superior communication skills to meet client and company needs. Proven leadership skills and can work effectively with other people at all levels. Efficient at managing and completing tasks to the highest standards and can work without supervision.

AREAS OF EXPERTISE

- | | | |
|--------------------------|-------------------------|--------------------------|
| ▪ Calendar Maintenance | ▪ Data Entry Skills | ▪ Project Management |
| ▪ Scheduling | ▪ Relationship Building | ▪ Strategic Planning |
| ▪ Administrative Support | ▪ CRM | ▪ Team Leadership |
| ▪ Time Management | ▪ Client Support | ▪ Tracking and Reporting |

EXPERIENCE

Customer Service Agent Majid Al Futtaim- (Oct 2020)

Front Office

1. Answer incoming calls and respond to customer's emails.
2. Management and resolve customer complaints.
3. Identify and escalate issues to supervisors.
4. Provide product and service information to customers.

Back Office

1. Assisting the front office.
2. Handling outgoing calls to get the necessary details if required or to provide them with possible resolution.
3. Rectifying the system or data errors in C4C/ CRM.
4. Maintaining the data and report for the quality purposes C4C/CRM .

Qualtrics

1. Reaching customers to discuss the feedbacks or survey.
2. Making report of the collected feedbacks to provide the concerned teams to highlight customer issues to improve the services.
3. Reporting collective data to Head office and maintaining reports in C4C .

Assistant Sales Manager QAT LLC- (Feb 2020- June 2020)

1. Identifying opportunities and strategies to increase sales.
2. Building and maintaining good working relationships with customers.
3. Performing all duties of the Sales Manager in cases of absence or emergency.
4. Receiving calls and emails of existing and new clients for inquiries and any issues related to services.
5. Following up with clients for debt/pending payments.
6. Preparing monthly sales report.
7. Checking with supports department for the fulfillment of daily schedule and maintaining schedule for upcoming events.

Managing and Admin Assistant Star Academy PK. (Feb 2013- Aug 2016)

1. Creating and modifying documents using Microsoft Office (Excel, Word)
2. Daily data entry.
3. Supporting staff in assigned project based work.
4. Responsible for distribution of paychecks.
5. Managed daily office operations and maintenance of equipment's.
6. Greeting clients and visitors.

Customer Service Representative Allied Bank PK. (Nov2017- Dec 2019)

1. Promptly responded to general inquiries from members, staff, and clients via telephone, mail, e-mail and fax.
2. Resolved service issues and shared benefits of additional services.
3. Make requested policy and account changes.
4. Consult with customers to evaluate needs and determine best options.
5. Maintained up-to date knowledge of bank policies regarding payments, account changes and upgrades.
6. Developed highly empathetic client relationships and earned reputation for delivering exceptional customer service.

EDUCATION & CERTIFICATION

B.COM Hons

2013-2017

PERSONAL INFORMATION

DOB: March 09,1997 | Nationality: Pakistani | Language Skills: English/Urdu |