



Muhammad Ali Ashfaq

Customer Support Executive / Customer Service at
FreshtoHome Food Services LLC

Experienced Customer Support Executive in FreshtoHome Food Services LLC with excellent reputation for resolving problems and improving customer satisfaction of customers. Experienced Customer Support Specialist in Mindbridge Pvt LTD with excellent.. I have honed Proficiency in Customer Support Satisfaction and Services and Strategic Problem Solving skills with active listening while being proficient in Customer Dealing. I have 3 years of experience using different softwares and CRMs to help our task to be performed in the given SLA time.

Contact Info

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19C Street, Naif Deira
Dubai, United Arab Emirates
Nationality: Pakistani
Dubai, United Arab Emirates

Strengths & Skills

- ✓ 50WPM Keyboard Typing
- ✓ Apex (Salesforce.com)
- ✓ Customer Dealing
- ✓ Customer Service
- ✓ Active Listening
- ✓ CRM Skills
- ✓ MS Excel
- ✓ Communication Skills
- ✓ Call Center
- ✓ MS Word

Academics

Title	Institute	Score	Date
Intermediate / High School / 12 Years Education	Government College of Township, Lahore	52%	2018

Experience 3 years

Company	Designation	Duration	
FreshtoHome Food Services LLC	Customer Support Executive / Customer Service	Jan 2022 - Aug 2022	7 months
Mindbridge Pvt. Ltd. - UberEATS	Customer Support Executive / Customer Service	Oct 2019 - Oct 2021	2 years

Work History

FreshtoHome Food Services LLC Jan 2022 - Aug 2022 (7 months)

Customer Support Executive / Customer Service Dubai, United Arab Emirates

- Resolve product and service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Assist with placement of orders, refunds, and exchanges.
- Contribute to team effort by accomplishing related results as needed.
- Provide accurate, valid, and complete information by using the right methods and tools.
- Manage large amounts of incoming calls and tickets on CRM systems.
- Contribute to team effort by accomplishing related results as needed.

Mindbridge Pvt. Ltd. - UberEATS Oct 2019 - Oct 2021 (2 years)

Customer Support Executive / Customer Service Lahore, Pakistan

- Dealing with all the Restaurant Partners of UberEATS locating in the UK, South Africa, Kenya and Ireland regarding their complaints, concerns and queries of UberEATS via Call, Email and Chat with the SLA.
- Increased customer satisfaction by resolving their issues accurately.
- Successfully achieved monthly targets including AHT, CSAT, FCR and SLA.
- Hand on experience of Salesforce, Jira Board, CRM, MS Excel and MS Word.
- Worked on flexible hours and holiday shifts.
- Held weekly meetings with International Client to discuss about workflow forecast and staffing accordingly.
- Worked closely with Team Lead to maintain optimum levels of communication to effectively and efficiently complete my tasks.
- Managed the whole team of more than 50 agents in the absence on my Team Lead as a Team Coordinator

References

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Mindbridge Pvt. Ltd.
aejaz@mindbridge.net

Industries

- BPO
- Call Center
- Telecommunication/ISP
- Fast Moving Consumer Goods (FMCG)
- Retail
- Sales&Marketing

Languages

- Urdu - Native
- Hindi - Native
- Punjabi - Native
- English - Medium

Functional Areas

- Client Services & Customer Support
- Data Entry
- Telemarketing
- Telecommunication
- Sales & Business Development

Hobbies

- Cooking
 - Football
 - Gaming
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