



SYED SHAHZEB

Customer Service Representative

📍 Al Nasseriya , Sharjah, 15700, United Arab Emirates

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✉ shahzebshah82@gmail.com

ABOUT ME

A naturally goal-oriented, passionate, customer-focused, technology & e-commerce enthusiast with more than 8 years of experience working for a customer-first organization.

Creative and analytical problem solver with an obsession for customer experience.

Highly motivated, energetic and confident team player, with an exceptional thought process.

Possess the ability to work and remain calm under pressure.

Excellent leadership skills, communication skills, and great time management skills.

LINKS

LinkedIn:

<https://www.linkedin.com/in/syed-muhammad-shahzeb-a5425a30/>

LANGUAGES

ENGLISH

URDU

HINDI

ARABIC

WORK EXPERIENCE

AMAZON.AE

Jul 2019 - Nov 2020

Customer Service Representative

Customer Service Representative is aligned in resolving the unaccounted inventory issues that occurred during the migration from souq inventory to amazon. The overall task is to categorized and identify the seller dispute related to the inventory, promptly provide resolution by stock reimbursement and escalate appropriately to stakeholders.

Communicates and helps seller to understand the work flow and evaluate disputes on their inventory related issues.

Dive-deep analysis to be done for the unit-level break down of the inventory provided by seller.

Measure, track and maintain tracker accuracy and create daily reporting. Regularly audit inputs in tracker to continually drive quality of the seller experience and deliver targets.

Conduct meetings, training and create standard operation process (SOP) for credit ops team members. Simplifying process and support team in all areas such as case reviews and dive-deep analysis. Run checks on processes, refine current SOPS.

Retaining ex-souq.com sellers by communicating and assisting to set up their account on amazon seller central.

Collaborating with sellers to make their migrated listing from Souq.com live on amazon.

Contacting sellers and creating removal orders for the hazmat inventory products. Continually providing feedback to increase sale, assist sellers in listing new brands on amazon.

Worked on lead generation projects and developed potential seller list and identified new sales opportunities.

Generated a list of CE, OHL, soft-lines, hardliners, consumer products/ brands that are not listed on prospects and leads for business amazon. Thus, creating a new development team.

SOUQ.COM AN AMAZON COMPANY

Dubai

Aug 2018 - Jun 2019

Social Media Executive

Provided prompt and efficient service to Souq selling partners including the appropriate escalation issues.

Effectively resolving sellers dispute on return rejection cases.

Guide seller to enhance their performance metrics and helping seller to achieve premium profile in souq.com.

PERSONAL DETAILS

Date of birth
1-12-1986

Nationality
Pakistani

Visa status
Employment

Marital status
Married

REFERENCES

RANDA AHMED
Sellanycar.com
T: 971-55-9532054
E: randaahmad@yahoo.com

PRIYANKA NAYYAR
Amazon.com
T: 971-55-8736126
E: priyanka098@gmail.com

SOUQ.COM
Dubai
Jul 2017 - Jul 2018

- Deal with selling partner professionally to meet their requirement in complaints, feedback, request and inquiries.
- Have a positive impact on customer experience (CX), and seller performance metrics.
- Walk seller step-by-step through the On-boarding process by informing the steps and documents required for account creation to set up selling account in souq.com platform.
- Promptly resolved FBS related issues by constant coordination with stake holders.

Customer Escalation Specialist

- Contributes to the development and maintenance of standards, policies and procedures regarding customer service.
- Handling Escalation call and complain. Accountable for delivering a world class contact experience.
- Adheres to all corporate policies, guidelines and statutory requirements and recommends to senior management adoption and/or changes to policies and guidelines to reject circumstances within the customer service area.
- Listens closely to customers' understands, paraphrases, and priorities customer needs, then provides appropriate solutions.
- Displays ability to dive deep and accuracy when assisting associates and customers.
- Establishing strong co-ordination among different departments for effective functionality. Deploying proper systems to achieve uniformity & being a key player in liaisons with other departments/ operations across all functional entities within the organi&ation.

SOUQ.COM
Dubai
Nov 2015 - Jun 2017

Customer Service Associate

- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Driven for maintaining best shopping experience and customer satisfaction by comparative study of customers needs & current trends followed by sales experience. Solved a record number of customer contacts with the goal of making customers smile.
- Ensuring to maintain positive customer- seller relation throughout the process of buying and selling experience. Strategic-relationship/ partnership-building skills, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

Identifying, escalating priority issues and reporting to the high-level management.

DU TELECOM PJSC
Dubai
Sep 2012 - Sep 2015

Customer Service Representative

- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.

Outbound Contact center Agent
Inbound Contact center Agent
Consumer Retention Executive
Enterprise Retention Executive
Home Service Retention Executive
Customer Collection Executive

Identify and assess customers' needs to achieve satisfaction

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Keep records of customer interactions, process customer accounts and file documents

IMMEX COURIER EXPRESS L.L.C

Dubai

Jan 2009 - Jul 2012

Customer Service Representative

Deal with a high volume of inbound and outbound phone calls.

Provide exceptional customer service to customers and carriers.

Provide shipment quotes for customers and set up shipments as required by customers.

Excellent multitasking skills within their work space as well as computer software programs.

JASINA TRADING COMPANY L.L.C

Dubai

Aug 2007 - Sep 2008

Sales Executive

Conduct market research to identify selling possibilities and evaluate customer needs.

Set up meetings with potential clients and listen to their wishes and concerns.

Prepare and deliver appropriate presentations on products and services.

Negotiate/close deals and handle complaints or objections.

Gather feedback from customers or prospects and share with internal teams.

EDUCATION

KARACHI UNIVERSITY

Karachi

2004

Bachelor of Science

2 year's professional degree program.

BOARD OF INTERMEDIATE EDUCATION KARACHI

Karachi

2002

H.S.C Intermediate

NATIONAL PUBLIC HIGH SCHOOL

Karachi

2000

S.S.C Matriculation

SKILLS

GOOD TIME MANAGEMENT SKILLS

COMMITTED TEAM PLAYER

POSITIVE ORIENTED

FLEXIBLE

PROBLEM SOLVING

STRONG WORK ETHICS

MICROSOFT OFFICE WORD, EXCEL,

ABILITY TO WORK UNDER PRESSURE

NEGOTIATION AND PERSUASION

LEADERSHIP

HOBBIES

READING, TABLE TENNIS, GARDENING.

COURSES

Dec 2004

Computer Graphics , Rolla Computer Institute

Sep 2003

Computer Maintenance, Rolla Computer Institute, Sharjah

Jul 2002

M.S Office, Sadequain Institute of management Sciences & IT
Karachi

EXTRA-CURRICULAR ACTIVITIES

DU TELECOM

Dubai

Sep 2013 - Oct 2013

Customer Service Representative

Received the Best Customer Service Re-Presentative Quality
Award in the year 2013.