



Muhammad Harris Zakaria Shamsi

Pakistani | Passport: AG5327473 | Date of Birth (15.02.1989)

Visa status: Employment Visa

Languages: English - Fluent | Urdu – Native

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Profile Summary: A dedicated and skilled Customer Service professional with a versatile skills set developed through experience in troubleshooting and managing customer expectations. Offering a career with 14 years of omni channel experience in customer service in logistics, telesales, and telemarketing, webchat, email support, inbound and outbound calls.

Skills and Competencies

- Proven proficiency in MS Office – Word, Excel, and PowerPoint
- Proficient with Outlook and knowledge of specialist telesales software
- Excellent communication and written language skills – English and Urdu
- Call Center Skills – Inbound Outbound Tele Sales, Telemarketing, Web chat, Email Support and Data Entry.
- Team Player with excellent interpersonal skills
- Troubleshooting, resolving customer complaints and closing tickets
- On boarding new customers
- Ability to study industry best practices & build awareness of competitors within the market
- Problem-solving skills and analytical Skills
- Ability to respond quickly to customer concerns and requests

Work Experience:

Elite Express Cargo - Dubai, AE

Logistics & Customer Relation September 2020 – Currently working

- Developed reputation as an efficient CS Agent with high level of accuracy
- Answered inbound calls and resolved customer queries by solving problems and providing resolutions
- Tracked international and local shipments and provided regular status updates to Customers
- Provided rates/quotes to Customers for Export and Import shipments
- Asked open-ended question to access customer needs

Trriple Payments M - Wallet L.L.C - Dubai, AE

Senior Customer Service, May 2018 – August 2020

- Scheduling working hours and shifts
- Coordinating job rotations and cross-training soft
- Providing reports and activities updates to the top management
- Sharing company updates financial results and new objectives with team members
- Assisting in resolving emergencies and complaints
- Providing CRM Training - Soft skills – Product training and updating knowledge basis
- Properly directed inbound calls in phones queues to improve call flow,
- Made reasonable procedure exceptions to accommodate unusual customer requests
- Provide accurate and appropriate information in response to customer inquiries
- Developed effective relationships with all call center departments
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction
- Collected customer feedback and made process changes to exceed customer satisfaction goal

Back Office LLC FZE, December 2016 – April 2018

Customer Service/ Tele Sales for Du Telecom – Go Talk Channel Partner / DAMAC Properties

- Generating leads & capturing customer info for DAMAC Properties.
- Outbound telesales and Du Telecom.
- Booking appointments for sales teams and scheduling follow up calls.
- Logging calls and updating customer records with comments & insights.
- Making calls to a large volume of cold, warm, and hot leads daily, while identifying opportunities for up selling and creating new business.
- Communicating with the customer through web chat and emails and offer the best online service experience.
- Attracting potential customers by answering product related queries; suggesting info about other products & services
- Qualifying new leads in a team environment
- Identifying customer needs and resolving customer queries
- Exceeding customer expectations through exceptional customer service

Cupola Teleservices Ltd. Starz Play,

Tele Sales: September 2016 - November 2016

- Providing customer service & guaranteed customer satisfaction over the phone
- Making outbound calls and scheduling follow up calls
- Logging all calls and updating customer records with comments & insights

Cupola Teleservices Ltd. Roads & Transport Authority RTA,

Travel coordinator: August 2014 - September 2016

- Handled Customer Service travel desk at 8009090 (RTA'S pioneer service in providing travel support to customers)
- Received inbound calls and assisting customers with travel routes, planning journey with accurate time & fare calculation
- Handled customer complaints pertaining to NOL cards
- Filled online forms for escalation of customer complaints & queries
- Handled queues for providing timely resolutions to customer complaints

Cupola Teleservices Ltd. Kone /Elevators/Escalators,

Technical support: April 2012 - July 2014

- Provided customer support on-call, capturing information, assigning a technician, closing resolved cases by scheduled follow ups and ensuring customer satisfaction by calling for feedback
- Assisted prospective customers with product related queries & thereby increasing sales

MOBILINK GSM, January 2004 - December 2007 – Pakistan

WARID TELECOM, January 2008 - July 2010

Customer Service Agent /Quality

- Dealing with customers and providing them suitable mobile plans according to their requirements.
- Head of the first counter with assistants & coordinators.
- Mentored and provided product trainings to the new staff members.
- Managing daily and monthly sales reports.
- Managing call abandonments and providing feedback.
- Worked as a Quality Coordinator and did call monitoring and made reports for all projects.

Education

- 1994 – 2004, St. Michael Convent School
- 2006, British Council, Karachi Pakistan Certification, O' Levels

References will be provided upon request