


HASNAIN RIAZ

E-commerce Customer Service & Call Center Representative


Enthusiastic and tactful customer service specialist with significant knowledge and 7 years of experience in solving problems and selling product/Services in the E-Commerce (Retail), Transportation/Dispatching & Telecom field. Employee's professionalism and superior communication skills to meet client and company needs. Proven leadership skills and can work effectively with other people at all level.




PERSONAL & CONTACT DETAIL

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 Married

 Cancel Visa

AREAS OF EXPERTISE

Customer Handling

SAP-Siebel-CRM

Call Center

Data Entry Skills

Team Leadership

Administrative Support

Relationship Building

Project Management

Tracking and Reporting

Strategic Planning

Team Coordinator

Client Support

CAREER REVIEW

Majid Al Futtaim, Dubai, UAE

Industry : E-Commerce Retail/Carrefour

March 2020 – Feb 2022

Customer services Representative/Call Center/Back office

Front Office

- Greet & Answers GCC and UAE incoming/outbound calls and respond to customer's emails.
- Management and resolve customer Online Food & Non-food Orders/Shipment/Deliveries/Transactions and After Sales Related Issues.
- Identify and escalate service request to relevant Department and update data record in CRM/SAP.
- Provide updated product and service information to customers with First Call Resolution.

Back Office

- Assisting the front office Food & Non-Food Escalations.
- Handling outgoing call to get the necessary detail if required
- Rectifying the system or data errors in C4C/SAP CRM
- Coordinate with Delivery team regarding shipment dispatching issues
- Follow up with Non-Food seller & supplier regarding customer's complaints
- Maintaining the data and report for the quality purposes C4C/SAP CRM

NPS-Qualtrics

- Reaching customers to discuss the feedbacks or survey.
- Create ticket & escalate to the department for possible solution if required
- Measures customer experience and predicts business growth. Making report of the collected feedback to provide the concerned team to highlight customer issues to improve the services
- Reporting collective data to Head office and maintaining reports in C4C.

Webmail

- Received customer email regarding complaint/queries or feedback on mailHub Panel
- Create a ticket in the CRM & escalate to the right team if required
- Approach to customer if complaint information is Incomplete
- Send daily report to Management at the end of shift

RTA, Dubai. UAE

June 2018 to Dec 2019

Industry: Public Transportation/Dispatch Center

Contact Center Representative

- Answer emergency and non-emergency calls and document important Information
- Respond to any issues and follow-up by coordinating with the appropriate departments or field units.
- Dispatch & Manage Bulk taxis on demand locations like” Events, Hotels, Airports. Etc.
- Provide Technical support to drivers regarding Metter, GPS and Map related issue.
- Respond to queries related to dispatch taxis.
- Use the phone or computer to direct crews and other field units to the appropriate sites.
- Supervise the route and status of field units to prioritize their daily schedule.
- Maintain and update call logs, call records and other important documentation.

DU Telecom,Dubai.UAE

March 2016-Nov 2017

Industry :Telecommunication

Corporate Sales Representative

- Answer questions about Services of the company.
- Ask questions to understand customer requirements and close cases/tickets.
- Direct prospects to the field sales team when needed.
- Enter and update customer information in the database system.
- Take and process service orders in an accurate manner.
- Go the “extra mile” to facilitate future service sales.
- Keep records of calls and sales and note useful information.

Mobilink GSM, Lahore, Pakistan

Aug 2013 to Oct 2014

Industry: Telecommunication

Contact Center Representative

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center Database/SIEBEL CRM in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

CREDENTIALS

University of South Asia, Lahore. Pakistan

MBA- Sales & Marketing
(2012-2014)

BBA Hons- Business Management
(2007-2012)

TECHNICAL SKILLS

Microsoft office
Computer hardware/software

Microsoft certified IT professional (MCITP)
UAE/Driving License

LANGUAGES

English

Urdu

Hindi

Punjabi
