



SAQIB TAJ MUHAMMAD

WORK EXPERIENCE

SENIOR CALL CENTER REPRESENTATIVE -The Cloud Kitchen- Kitopi Catering Services.

2019 – Present

- Manage a large number of calls in a day.
- Answer the supervisor calls if needed.
- Placing orders taken by telephone or online and confirm it with the customer.
- Handled orders for Kuwait, Saudi Arabia, USA & UAE Branches,
- Handle customers inquiries, complaints & provide them with accurate information.
- Coordinate with kitchen's staff and dispatcher.
- Discussed customers concerns/complaints with Talabat, Zomato, UberEATS, Careem& Deliveroo as well.
- Guide customers by providing them best choices and solutions or replacement.
- Use scripts and menus to provide the correct information to customer.
- Record the customer's personal information accurately in CRM.
- Responsible for training new agents, guiding & monitoring them.

Office Administration - Al Andalus Hotels Supplies– Sharjah, UAE Hotels Supplies 2017 – 2018

- Making Quotations, Reports, letters, Emails & other forms of correspondence.
- Coordinate with the main suppliers & arranging the shipments.
- Create & update the clients record of personnel and other data.
- Tracking & monitoring inventories of office supplies & consignments.
- ordering new materials and supplies to ensure that the office runs smoothly.
- Coordinate the activities to ensure the efficiency and maintain compliance with company policy.
- Setting up appointment's, scheduling meeting's, distributing report's and managing the correspondence between office and operations.
- Ensuring the confidentiality and security of files and filing system.

PROFILE

A committed, highly skilled and a problem solver team player, able to work on multi-tasking with initiative, autonomously and within a team environment. Ambitious, dedicated, goal oriented and easy to adopt any situations in a challenging environment. Able to address multiple customer complaints with high professionalism & having an excellent customer service manner.

ADDRESS:

Baniyas Square, Dubai UAE.

CONTACT:

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EDUCATION:

PUNJAB UNIVERSITY.
Bachelor's degree.

LANGUAGE:

- English
- Urdu
- Hindi
- Punjabi
- Pushto
- Arabic (Basic learning)

PERSONAL INFORMATION:

Father's Name : Taj Muhammad
Date of Birth : 12 January 1994
Nationality : Pakistan
Marital Status : Single
Religion : Islam

CUSTOMER SERVICE REPRESENTATIVE (Active team leader)

Mobilink, Jazz – Lahore, Pakistan

Telecommunication 2015 - 2017

- Responsible for training new agents, guiding & monitoring them.
- Provide proper guidelines to new hired agents how to maintain the floor SOPs & take calls.
- Assigned to answering English & Pashto Ques specifically
- Addressed customer complaints related Calls, SMS & internet.
- Identify & Escalates the customer issue to relevant department.
- Identify customer needs & try to provide the excellent alternative.
- Making follow up to customer after resolved their complaints for their feedback & ratings.
- Up-sell products and services.
- Professionalism and telephone etiquette.

CUSTOMER SERVICE REPRESENTATIVE -Telenor Pakistan-Lahore,

Telecommunication 2013 – 2015

- Answer incoming customer phone calls and take appropriate action for each call.
- Addressed customer complaints related Calls, SMS & internet.
- Identify & Escalates the customer issue to relevant department.
- Identify customer needs & try to provide the excellent alternative.
- Making follow upon customer after resolved their complaints for their feedback & ratings.
- Performed quality assurance and reported incidents/errors to Supervisor.
- Up-sell products and services.
- Professionalism and telephone etiquette.

SKILLS

- Well awareness the use of CRM system
- Microsoft office/ Computer proficiency.
- Knowledge to use of Different Application.
- Exceptional communication & customers service orientation.
- Excellent listening & communication skills.
- Attention to details.
- Problems solving abilities.
- Professionalism & proper telephone etiquette.
- Multi-tasking.
- Ability to work without supervision.
- Can handle confidential information.