

TAQVEEM ULHAQ

📞 **Contact:** UAE: +971 586260182 | Pakistan: +92 3104111222

✉ **Email:** taqveemulhaq1@gmail.com

🌐 **Nationality:** Pakistani

📅 **Date of Birth:** April 2, 1995

PROFESSIONAL SUMMARY

Motivated and customer-focused professional with experience in **telesales, customer service, and e-commerce operations**. Proven ability to handle customer inquiries, resolve complaints, and achieve sales targets. Strong communication skills, CRM expertise, and time management capabilities. Seeking a **telesales or customer service role** where I can leverage my skills to enhance customer satisfaction and business success.

EDUCATION

🎓 **Bachelor in Arts** – Islamabad, Pakistan

🎓 **Diploma of Associate Engineer (Computer Hardware Technology)** – Khyber Pakhtunkhwa Board of Technical Education, Peshawar

🎓 **Matriculation** – Board of Intermediate & Secondary Education, Mardan

CORE SKILLS

- ✓ **Customer Relationship Management (CRM)**
 - ✓ **Telesales & Cold Calling**
 - ✓ **Call Handling & Conflict Resolution**
 - ✓ **Problem-Solving & Complaint Management**
 - ✓ **MS Office (Excel, Word, PowerPoint)**
 - ✓ **Data Entry & Documentation**
 - ✓ **Multitasking & Time Management**
 - ✓ **Team Collaboration & Customer Engagement**
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PROFESSIONAL EXPERIENCE

Warehouse Picker – Carrefour Hypermarket, City Center Me'aisem, Dubai

 **Duration:** August 2024 – Present

- Used scanners and barcodes to accurately pick and process orders.
- Ensured compliance with **food safety and hygiene** regulations.
- Completed necessary invoicing and paperwork for order tracking.
- Met speed and efficiency targets in warehouse operations.
- Maintained accurate security records and assisted with loss prevention.

Telesales & Customer Service – Zong CMPak

 **Duration:** 2016 – 2024

- Provided exceptional customer support by resolving inquiries and complaints efficiently.
- Assisted customers with billing issues and technical support.
- Managed high call volumes while maintaining quality service.
- Ensured customer retention by offering appropriate solutions and promotions.
- Maintained records of customer interactions in the CRM system.

LANGUAGES

 **English** – Professional Proficiency

 **Urdu/Hindi** – Native

AVAILABILITY & VISA STATUS

✓ Available for **immediate** joining in **Pakistan or UAE**

✓ Valid UAE visa under **Transguard LLC**