

# Muhammad Huraira



## **CONTACT DETAILS**

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Dubai, U.A.E

## **PERSONAL PROFILE**

A well presented, polite, tactful and friendly individual who is able to combine a polite manner with razor-sharp efficiency. I am extremely good at multi-tasking on a daily basis and work well under pressure. I am never satisfied with my current knowledge and because of that, I continually seek every opportunity available to gain new information. I'm very loyal and very stable. I'm a diligent worker and can work within whatever parameters are given to me. I meet challenges head-on.

## **CAREER HISTORY**

### **SOUQ.COM / AMAZON.COM**

**CUSTOMER SERVICE – Escalations / Inbound calls / Mails**  
**departent made redundant)**

**sept 2014 – April 2020 (customer service**

#### **Responsibilities:**

- Handling minor and major escalations.
- Managing the floor.
- Managing live escalations.
- Resolving issues forwarded by Management.
- Handling warranty related issues.
- Coordinating with various departments in order to resolve a conflict/ dispute/ escalation forwarded or raised by a customer. Resolving orders fulfillment issues escalated.
- Assisting Customer Service representatives with queries or issues which need urgent intervention.
- Assisting buyers and sellers with their respective orders over calls/ mails.
- Briefing the CS manager on major pain points of daily inbound calls.
- Inbound calls during major campaigns in order to reduce call drops.

#### **Work duties:**

- Taking ownership for queries from first contact to resolution.
- Interacting directly with potential, new and existing clients.
- Development, maintenance and retention of customer relationships.
- Informing customers of all the latest products.
- Accurately updating administrative records.
- Promoting products and services.
- Resolving face to face, telephone and email queries quickly and to completion.
- Implementing agreed promotional activities.
- Monitoring until completion outstanding orders and enquiries.

- Processing customer registrations.

### ***AREAS OF EXPERTISE***

- Administrative functions
- Customer service
- Communication skills
- Client co-ordination
- Up selling
- Resolving problems
- Organizing
- Call handling
- Attention to detail
- IT skills
- Multitasking

### **KEY SKILLS AND COMPETENCIES**

- Able to demonstrate a high standard of customer service.
- Competent user of MS-Office (Word, Excel, Outlook).
- Ability to act on own initiative.
- Capable of following procedures and systematic processes.
- Having a methodical and accurate approach to work activities.
- Finding solutions to issues and problems.
- Positive attitude, energetic approach and self-motivated.
- Capable of influencing the opinions of customers.
- Able to handle complaints, aggressive customers and difficult situations.

### ***LANGUAGE SKILLS***

- English
- Urdu
- Pashto

**Valid U.A.E driving license for light vehicle**

### **ACADEMIC QUALIFICATIONS**

- F.Sc (Pre.engg), april 2010  
Peshawar Model Degree College Boys-2.
- Matriculation, april 2008  
Peshawar Model Degree College Boys-2