



ABOUT ME

An organized, result oriented Customer Service Professional with an excellent record of significantly increasing service quality and customer base. outstanding communication, relationship building and influencing skills; competent in building customer relationships with inspire loyalty and confidence.

EXPERTIES

Organizational Behavior
Team Work
Time management
Patience
Administration
customer Relations
Goal-oriented focus
Multitasking

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SIDRA IMTIAZ

WORK BACKGROUND

ASSISTANT MANAGER CUSTOMER RELATIONS TOYOTA FAISALABAD MOTORS (2016-2020)

- ♦ Building and maintaining profitable relationships with key customers.
- ♦ Overseeing the relationship with customers handled by team.
- ♦ Resolving customer complaints quickly and efficiently.
- ♦ Dealing with email inquiries.
- ♦ conduct post service follow up calls when required.
- ♦ Build sustainable relationships with customers by taking the extra mile.
- ♦ Meeting with managers in the organization to plan strategically
- ♦ Understanding individual needs and addressing.
- ♦ keeping customers updated on the latest products and services.
- ♦ working as an sales coordinator due to shortage of staff during pandemic situation.

Call center agent

TOYOTA FAISALABAD MOTORS

- ♦ Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- ♦ Resolving customer complaints quickly and efficiently.
- ♦ Build sustainable relationships and engage customers by taking the extra mile.
- ♦ Keep records of all conversations in our call center database in a comprehensible.

Receptionist

TOYOTA FAISALABAD MOTORS

- ♦ Directs customers to the correct department, notifies the appropriate person that a customer is waiting and introduces the customer to a salesperson.
- ♦ Answers incoming phone calls. Directs caller to appropriate department or individual or takes a thorough message.
- ♦ Communicates with callers and visitors in a professional, friendly and efficient manner.
- ♦ Assists service customers during the morning and evening service rush whenever possible.
- ♦ Assists with clerical duties as requested
- ♦ .Maintains a professional appearance. Other tasks as assigned.

Customer Relations executive

IZHAR MOTORS & TRADERS (2015-2016)

- ♦ Improving the overall customer relationship, making customers aware of their product.
- ♦ Handling and monitoring of Customers complaints Inquiries & Suggestions and playing the role of a problem solver and facilitator between customer and company.
- ♦ To Develop and Implement CR Action plan

EDUCATION BACKGROUND

ALLAMA IQBAL OPEN UNIVERSITY

MASTER IN BUSINESS ADMINISTRATION, 2010
SPECIALIZED IN MARKETING MANAGEMENT

PUNJAB UNIVERSITY LAHORE

BACHELOR OF SCIENCE, 2005
MAJORS:COMPUTER SCIENCE

CERTIFICATIONS

INTERNATIONAL GOOGLE CERTIFICATION
FUNDAMENTALS OF DIGITAL MARKETING

SKILLS

- ♦ customer satisfaction
- ♦ Microsoft office
- ♦ Interpersonal Skills
- ♦ staff training and development
- ♦ verbal and written communication
- ♦ Initiative and problem-solving abilities