

Muhammad Mustafa

Retail Associate at Daraz (Alibaba Group)

Address: Flat No 601, Laiba Homes, S-73 Allama Iqbal Rd, Block 2 PECHS, Karachi

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Work History

Retail Associate Jan '21 – Present
Daraz (Alibaba Group), Karachi, PK

- Promoted offerings by expression passion for company brand, products, services and solutions to customers.
- Worked with loss prevention in monitoring shopper behavior.
- Maintained clean sales floor and straightened and faced merchandise.
- Answered questions about store policies and addressed customer concerns.
- Greeted customers, helped locate merchandise and suggested suitable options.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Built customer loyalty and retention by delivering excellent shopping experiences.

Team Lead Support Oct '19 – Jan '21
SG Technical Services (Pvt.) Ltd, Karachi, PK

- Supported customers throughout incident response, management and resolution to deliver expert assistance for technical needs.
- Assisted sales team by creating and maintaining supporting data files.
- Managed fast-paced call center work to assist high volume of daily customers using multiple internal databases and systems.
- Worked within task management system to receive, manage and close support requests.
- Identified trends in client requests and helped management get ahead of ongoing problems.
- Execute "red flags" strategy and take appropriate action on high risk credits.

Team Lead Support Jan '19 – Sep '19
Mushko Electronics (Pvt.) Ltd, Karachi, PK

- Resolve customer service issues using company processes and policies and provide updates to customer.
- Delivered expert clerical support by efficiently handling wide range of routine and special requirements.

Customer Support Executive Apr '17 – Dec '18
Mushko Electronics (Pvt.) Ltd, Karachi, PK

- Listened to customers' questions and concerns to provide answers or responses.
- Built strong relationships with field operations team to support business development opportunities and improve service.
- Managed customer service effectiveness by monitoring performance and assessing metrics.
- Devised recommendations to streamline and simplify customer support system and improve response time.

Sales & Marketing Executive Dec '16 – Apr '17
Air Guide Travels, Karachi, PK

Internship

Treasury Operation - Department Nov '14 – Dec '14
UBL – United Bank Limited, Karachi, PK

Education

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|----------------------------------------------------------------------------------------------------------------|-------------------|
| MBA – Masters of Business Administration <i>IoBM – Institute of Business Management, Karachi, PK</i> | Nov '19 – Present |
| B. Com – Bachelors of Commerce <i>Govt. College of Commerce & Economics, Karachi, PK</i> | Dec '11 – Sep '19 |
| Intermediate – Commerce <i>Fatmiyah Boys College, Karachi, PK</i> | Jun '09 – Oct '11 |
| Matriculation – Commerce <i>Karachi Scholars School, Karachi, PK</i> | Jun '06 – Jun '09 |

Skills

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|-------------|---------------|--------------|----------------|--------------------|
| Proactivity | Data Analysis | Teambuilding | Self-Motivated | Strategic Planning |
| | MS Office | SAP B1 | XSpace | |

Certifications

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| "Inspiring & Motivating Individuals" <i>University of Michigan through Coursera.</i> | Aug '20 |
| "Managing Talent" <i>University of Michigan through Coursera.</i> | Aug '20 |
| "Influencing People" <i>University of Michigan through Coursera.</i> | Aug '20 |
| "Leading Teams" <i>University of Michigan through Coursera.</i> | Aug '20 |
| "IATA Passenger Ground Services" <i>Zabeel International Institute, Dubai, AE.</i> | Jul '15 |
| "Basic Passenger Services Course" <i>PIA Training Centre, Karachi, PK.</i> | Nov '13 |
| "Galileo Core Course" <i>Global Aviation Institute, Karachi, PK.</i> | Jun '12 |

Additional Information

Father Name: Ali Raza Ratnani
Date of Birth: 07th September 1993
Marital Status: Single
Nationality: Pakistani
CNIC #: 42301-5307164-9
Religion: Islam
Language: Urdu & English

Reference

To be furnished upon request.