

# Saad Shakil

## Skilled Management Professional



saadkhan7@live.com



+971545744315



<https://www.linkedin.com/in/saad-shakil1>



Dubai, UAE

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### Why *Saad Shakil*?

- High-performing, strategic-thinking professional having over 7 years of experience of general management & administration, customer service management and business relationship with leading organization.
- Proficient in building relationship with clients across organizations and teams; exceptional presentation & interpersonal skills. Expert support service provider and communicator; able to establish rapport with members of diverse groups & promote team cohesiveness.
- Adept at assessing needs, generating options and implementing solutions in collaboration with clients and stakeholders. Well-versed in all phases of business administration, people, process & resource management.

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### CORE STRENGTHS & ENABLING SKILLS

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|----------------------|------------------------------------|------------------------|
| ▪ General Management | ▪ Customer Service Management      | ▪ Communication Skills |
| ▪ Support Services   | ▪ Business Reporting               | ▪ Presentation Skills  |
| ▪ Administration     | ▪ Business Relationship Management | ▪ Interpersonal Skills |

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### PROFESSIONAL EXPERIENCE

#### Careem, Dubai

Working as *"Customer Service Executive"*, April 2018 – Present

##### Responsibilities:

- Answering telephone and email inquiries regarding customer bookings, pricing, cancellations, amendments and billing queries.
- Liaising with internal colleagues and external customers in order to resolving problems and ensuring high quality professional service delivery.
- Ensuring all customer interactions adhere to internal quality standards and are focused on impeccable Customer Satisfaction Score.
- Adhering to the company policies and the tasks assigned by the direct management, fulfilling the KPIs assigned by the direct management by complying distinctly with the standard guidelines.
- Recommending enhancements in the existing customer service procedures.

##### Major Achievement:

- Became top performer of the month in April 2019.
- Consecutively won incentive for the month of February and March 2020.

#### Tetra Pak Pakistan, Lahore, Pakistan

Working as *"Business Support Executive"*, February 2016 – April 2018

##### Responsibilities:

- Effectively managing regular operations; providing wide range of support services including travel arrangements, visa related documentation, lodging facilities arrangement and transportation of staff.
- Designing reports pertaining travel and other expenses; evaluating purchase requisitions and orders; ensuring timely payments and delivery of services from vendors.
- Managing general administrative operations and ensuring smooth flow of processes. Maintaining official record, visitors' log; managing deliveries and coordination with IT department for incessant execution of operations.

##### Major Achievement:

- Received excellence award for outstanding performance.

## **Ibex Global – A TRG Company, Lahore, Pakistan**

Worked as ***“Service Desk Executive”***, May 2015 – February 2016

### **Responsibilities:**

- Monitored status and uptime of IT infrastructure via alert system and reports; timely resolved issues pertaining IT infrastructure moreover, intimated and reported timely. Maintained Service Level Agreements (SLA); acted as a liaison between platform specialists and affected groups within the organization.
- Provided technical support and handled escalation to Tier – II & III for resolution and triage of IT Infrastructure issues. Effectively handled incidents, maintained log, evaluated priority level, assigned to relevant technical resource and maintained follow-up.

## **Ibex Global – A TRG Company, Lahore, Pakistan**

Worked as ***“Quality Assurance Executive”***, December 2013 –May 2015

### **Responsibilities:**

- Operated Live Monitoring, evaluated and assessed calls, provided feedback.
- Collaborated and scheduled meetings to discuss how the quality of calls can be refined and recorded Minutes of the Meeting.
- Utilized CRO Simulation method to monitor calls so as to understand minutest details of the call thereby bolstering and enhancing call quality standard.
- Maintained Consolidated Reports/Logs.

## **Ibex Global – A TRG Company, Lahore, Pakistan**

Worked as ***“Customer Service Executive”***, September 2012 – December 2013

### **Responsibilities:**

- Communicating accurate and precise information of products and services value added services, packages and ongoing promotional activities to the caller / customer.
- Logging all queries properly and escalating possible complaints to the concerned teams sing effective tools.
- Regularly attending training and coaching sessions conducted. Learning about organization’s products or services and keeping up-to-date with any changes to them.

### **Major Achievements:**

- Received multiple promotions during whole tenure on the basis of outstanding performance; joined company as *Customer Service Executive*, promoted to *Quality Assurance Executive* and then worked as *Service Desk Executive*.
- Received *Employee of the Month Award as Quality Assurance Executive* in Sep & Dec - 2014 for outstanding performance.
- Received *Employee of the Month Award as Customer Care Executive* in Sep - 2013 for outstanding performance.

## **EDUCATIONAL QUALIFICATION**

- **B. Com** (2010 - 2014)  
University of the Punjab, Lahore, Pakistan

### **Trainings:**

- Workshop of *“Breaking Conflict Down - Conflict Management”* organized by Tetra Pak Pakistan (2017)
- Training of *“Strategic Time Management”* conducted by Tetra Pak Pakistan (2016)
- Customer Service: Working in a Customer Contact Center, Building Rapport with Customers, Writing Customer Service Emails, Handling Abusive Customers, Delivering Bad News to a Customer, Problem Solving and Troubleshooting, Call Control Strategies - LinkedIn

## **PERSONAL DETAILS**

**Nationality:** Pakistani

**Date of Birth:** 31st August 1991

### **Language:**

- English (Expert)
- Urdu (Native)

**Visa Status:** Residence

**Skype ID:** saad.shakil77

### **Driving License:**

- UAE
  - Pakistan
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