

Hira Faiz

House no. 104/C, PECHS block 6, near Rangers head office, Karachi - Pakistan
Cell - +92324-2063880 | email: hirafaiz89@gmail.com

PROFILE

Customer service specialist with 7+ years of experience in meeting organizational and operational objectives. Having proven ability of analyzing and resolving customer concerns using established procedures, examining pertinent information to determine validity of customer complaint and to determine responsibility for errors and resolution, throughout the order process.

Qualifications

Qualification	Institute	Grade/Div
M.B.A (Marketing)	P.A.F-K.I.E.T	2.87 CGPA
B.Com	University of Karachi	2nd Division

Work Experience

SBT JAPAN (USED CARS EXPORTER)

Senior Sales Executive | October 29th 2014 to Present

Primary Responsibilities:

- Work on customers order
- Shipment arrangement for reserved units
- Finalizing leads
- Achieving monthly targets

Ufone Company (Employed by Catcos Pvt.ltd)

Customer Support Executive | March 01st 2011 to September 2014

Primary Responsibilities

- Answer calls professionally to provide information about products and services, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
- Follow up to ensure that appropriate actions were taken on customers' requests.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Keeping abreast with the updated product & service information and educating the relevant teams accordingly.
- Providing assistance where ever required.

Pakistan International Airlines (Employee by TeraData)

Customer Service Representative | Aug 11th 2009 | Feb 27th 2011

Primary Responsibilities

- Communication between clients through live calls and emails to solve queries.
- Understanding client requirements & developing client relationships.
- Mapping offerings to client requirements.
- Arranging and participating in high level business calls with large international clients.
- Responsible for meeting all targets/KPI's on daily bases as set by the Department.
- A strict adherence to shift and break schedule as communicated by the operations department.
- A strict compliance to company/divisional policies, plans and strategies to achieve company/divisional goals along with complete understanding of Code of Conduct.
- Participate in all team meetings and team building/Motivational exercises on periodic basis.
- Responsible for a hygienic & a clean overall work environment.

TRG Pakistan (Telenor)

Customer Support Representative | Nov 06th, 2007 | July 13th, 2009

Primary Responsibilities

- Maintained customers focus on all times and answered to customer's enquiries using the standard guidelines.
- Took ownership of complaint and queries and proactive follow-ups.
- Ensured that all customers' queries are well-investigated and resolved, and escalate queries to appropriate supervisor.
- Commended for excellent customer service skills on performance reviews.
- Special assignments can also be given depending upon the performance and need.
- Contact handling interaction like inbound and outbound voice interaction.
- Responsible for meeting all targets/KPI's on daily bases as set by the Department.
- Participate in all team meetings and team building/Motivational exercises on periodic basis.
- Responsible for a hygienic & a clean overall work environment.

Skills & Competencies

- Diplomatic and tactful with professionals and non-professionals at all levels. Remarkable problem solving and conflict resolution skills.
- Flexible and versatile – able to maintain a sense of humor under pressure. Thrive in deadline-driven environments.
- Quickly learn and master new technology. Proficient in MS Word, PowerPoint and Excel.
- Exceptional interpersonal and communications skills.
- Excellent interpersonal skills with depth knowledge on product.
- Leads and direct the work of others.