



# YUSRA FAHAD

## ADMINISTRATION CUSTOMER SERVICE

**in** @yusrafahads

**f** @y.fahad16

*Passionate and eager learner with 7 years in various fields hoping to pursue my initial job title as an employee engagement and widen my experience in the field. I'm always taking first steps and growing into the job and I excel in every task.*

✉ yusrafahad16@gmail.com  
📍 Al Nahda, Dubai  
🇵🇰 Pakistani  
☎ +971-545516213  
+92-3122919904

### Visa

**Husband Sponsored**

### Languages

**Urdu /Hindi**

Native

**English**

Fluent

### Assets

**Interpersonal Communication**

**Customer Service**

**Team Collaboration**

**Management**

**Decision Making**

**Critical Thinking**

**Adaptability**

**Negotiation**

### Education

2011	Bachelors of Commerce University of Karachi, Karachi City, Pakistan
2006	High School Diploma (Intermediate in Commerce) HSC Board of Intermediate Education, Karachi City, Pakistan Accounting & Statistics
2004	Matriculation (Science) SSC Sindh Board, Karachi City, Pakistan

### Work experience

#### Receptionist cum Administrative Assistant Athena Education Dubai, UAE

January 2019 to  
November 2020

- Greeted and directed appointments, vendors and office visitors.
- Provided comprehensive administrative support to Executive level staff.
- Handled sensitive and personal documents of Deputy Managing Director.
- Established efficient workflow process, monitored daily productivity of the departments and share the data with Deputy Managing Director.
- Composed, prepared, edited & distributed correspondence and other department documents.
- Juggling Inbound, Outbound, Emails and Chats at the same time.
- Performed collection calls and made the arrangements for collection.
- Maintained accurate personnel records of new and existing employees.
- Performed HR functions, calculated staff hours and submitted excel MIS to payroll.
- Multitasking and taking responsibility of individual cases

#### Customer Service Executive First Flight Couriers Dubai, UAE

March 2018 to  
December 2018

- Maintained positive, empathetic & professional attitude toward customers all the time.
- Recorded customer bookings and updated in ERP system accurately.
- Handled international hold shipments and liaised customers to resolve the issue within TAT.
- Handled verification portfolio of cheque collection and delivery within UAE.
- Tracked, traced shipments and investigate thoroughly undelivered, returned, lost, & held shipments
- Ensured satisfaction of internal and external customers.
- Provided accurate information (pricing, transit tie, custom clearance delays and requirements
- Communicated corporate objectives across all division through regular correspondence.
- Handled sales queries through inbound, outbound emails and chats at the same time.

## Computer Skills

- CRM, ERP, SAP Data Entry
- Microsoft Office 365 Administration
- Creating reports using Excel formulae.
- Using Word Document to write report details.
- Constructing meeting presentations using PowerPoint.

## Synopsis of Achievements

- Best customer service office title in EFU LIFE Assurance Ltd.
- Promoted as a Sales support- operation desk in ADAMJEE LIFE Assurance Ltd.

## Work experience

<b>Customer Service Officer</b> Adamjee Life Assurance Karachi, Pakistan	July 2015 to April 2017
<ul style="list-style-type: none"><li>▪ Managed customer queries log which includes request and requirements of all insurance products.</li><li>▪ Provided statements of accounts, non-financial alterations, tax rebates and adhoc confirmation to agency sales team.</li><li>▪ Made calls on Laps/ANF portfolio to retain customers.</li><li>▪ Providing sales agents with quality service in line with organization guidelines, mission, vision, process and objectives.</li><li>▪ Helped new business team in verification via calls to smooth issuance of customers' policies.</li><li>▪ Provided excellent customer support via social media channels Built relationship between online marketing team, sales team, customer service.</li><li>▪ Provided cash/surrender values, payment receipt and other requirement letters to customer and Bank/Agency sales team.</li><li>▪ After Sales follow up (Outbound &amp; Inbound) &amp; maintained excel spreadsheet.</li><li>▪ Interacting &amp; obtaining client information by answering telephone calls; interviewing clients; verifying information via call and Webchat.</li></ul>	
<b>Customer Service Officer</b> EFU LIFE Assurance Co. Ltd. – Karachi, Pakistan	October 2013 to February 2015
<ul style="list-style-type: none"><li>▪ Assisted supervisor of CS-Call Center in daily routine work.</li><li>▪ Handled and resolved customer complaint through various medium</li><li>▪ Coordinated with Internal department to modify clients' insurance plan.</li><li>▪ Retained existing clients.</li><li>▪ Provided effective &amp; efficient customer support &amp; after sales assistance.</li></ul>	
<b>Customer Service Call Centre Representative</b> TCS Express & Logistics Co. Ltd.- Karachi, Pakistan	June 2012 to November 2012
<ul style="list-style-type: none"><li>▪ Answered &amp; screened over 200± calls daily using a call management system and web based communications</li><li>▪ Performed quality assurance &amp; reported incidents / errors to supervisors</li><li>▪ Work closely with our national warehouse operations team correcting mistakes, tracking shipments, freight quotes, handling damage claims, and delay shipment.</li></ul>	
<b>Admin Officer-Operations</b> Formula One Auto-Mobile Management –Karachi, Pakistan	August 2011 to May 2012
<ul style="list-style-type: none"><li>▪ Resolved billing questions and disputes, initiated customer calls, and performed data entry.</li><li>▪ Provided telephone communications, answering up to a 20-line switchboard. • Scheduled customer appointments, took messages and re-directed calls.</li><li>▪ Provided sales management with responsibility for day-to-day operations including: cashier, order schedules, banking, and invoicing.</li><li>▪ Performed several clerical responsibilities including: Answering Phones, filing, Customer Support, data entry, compiling reports, and Dictaphone.</li></ul>	