

MUHAMMAD SHOAIB SIKANDER

Contact : 0583034793
Email : shoaib_sikandari@yahoo.com
Visa Status. : Visit Visa till 7th April 2022



CAREER OBJECTIVES:

Seeking a challenging opportunity to demonstrate my skills and abilities and aim for simultaneous achievement of professional and personal goals in an organization that offers career growth and professional development.

PROFESSIONAL EXPERIENCE:

- 3 years experience as a CCR (Customer Care) in Mobilink GSM. (Jan 2014 to Dec 2016)
- 4 years experience as a Tale Sale Officer in Mobilink. (Jan 2017 to Present)

MOBILINK TELECOMMUNICATION (PAKISTAN KARACHI)



- Answering inbound phone calls in a professional and helpful manner.
- Assisting customers or callers by providing information, answering questions, and/or directing alls/inquiries as necessary.
- Providing any other support as needed to teams, departments, managers and other staff.
- Identifying and/or escalating issues for resolution.
- Performing data entry into a computer system, program, or database.
- Proficiency with a diverse assortment of software programs, applications, and systems such as MS Office Suite and typing skills (at least 50 wpm).
- Receiving, sorting, and routing mail or other inter-office communication.

JOB RESPONSIBILITY:

- Handle the customer complaints and provide him/her best services
- Provide technical support to Mobilink GSM Users.
- Provide step by step troubleshooting for issues in GPRS services.
- Provide the product knowledge as per customer's need.
- Cerate the SR (Service request) for operation department.
- Coordination b/w Team leader.
- Hands on Siebel Communications to handle customer's complains.

EDUCATION:

Education	Institute	Year	Remarks
Bachelor of Commerce	University of Sindh Jamshoro	2008	2 nd Division
Higher Secondary School Certificate	Board of Intermediate Education Hyderabad	2005	1 st Division
Secondary School Certificate	Board of Secondary Education Hyderabad	2003	1 st Division

PERSONAL COMPETENCIES & SKILLS:

- 6 Months short Course in English Language.
- Windows-XP,7,8, Browsing Internet.
- Efficiency in Microsoft Office Applications.
- Good Presentation Skills.
- Proficient in English, Urdu.

ACHIEVEMENT:

- Attended many workshop related to Personal grooming.
- Attended many Seminar related to Business (Human Resource Management).

PERSONAL INFORMATION:

Father Name : Maqsood Ahmed Sikandari
Nationality : Pakistani
Date of Birth : 1st January 1988

REFERENCE:

Available upon request.