



Mashood Ahmed

OBJECTIVE

To be a part of an agile organization where my professional skills can be enhanced and the organization be benefited as well.

PERSONAL INFORMATION

Date Of Birth: 11th August 1987
UAE Driving License: Yes
Marital Status: Married
Visit Visa: till 10th November
Language: English, Urdu, Punjabi

CONTACT

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EDUCATION

KASBIT

MBA (Enrolled)
University Of Karachi
Bachelor (Commerce)

Certificates

Quality Assurance Certified by Trade Key
Call Center Training
Photography
Diploma in Computer Hardware

HOBBIES

Traveling
Swimming

WORK EXPERIENCE

Transmed FMCG- Dubai

Customer Service Executive

August 2018 till March 2021



- Manage monthly customer service and shipping metrics, evaluate error rates, orders volumes and customer complaints and develop implement plans to correct deficiencies in service.
- Spot up-sell opportunities during inbound calls and train staff on up-selling techniques.
- Conduct customer surveys and analyze trends in the survey outcomes.
- Report trends to senior management and provide recommendations to increase customer satisfaction.
- Provide monthly reports to management on customer service levels.
- Train and guide employees on Customer Service skills
- Set clear expectations and KPI's for team members.
- Monitor and discuss performance of team members to enhance their capabilities.
- Supervise the process of order processing and ensure 100% accuracy of processed orders.
- Implement the necessary tools to gain efficiencies and reduce manual work.
- Maintain communication with customers via emails, phone calls and mails.

Dunia Finance – Dubai

Customer Service Representative

August 2015 till July 2018



- Responsibility of achieving team target and Individuals target.
- Excellent experience of analyzing performance barriers and problem solving.
- Informs customer by explaining procedures, answering questions and providing information.
- Excellent verbal and written communication skills.
- Provide quality customer service to ensure customer satisfaction and retention
- Problem solving and decision making skills.
- Effectively manage large amounts of incoming calls.
- Identify and assess customer's needs to achieve satisfaction.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow-up resolution.
- Sells additional services by recognizing opportunities to up-sell accounts, explaining new features.
- Document all call information according to standard operating procedures.
- Receive inbound calls including transferred sales leads and calls from current and potential customers.
- Facilitating Compliance Department.

Trade Key B2B - Pakistan



Quality Assurance of Sales and Customer Service Representative

November 2013 till March 2015

- Responding to management regarding reporting, product details, quality issue and compliance resolution.
- Design and executive test plans on computer applications.
- Document internal audits and other quality assurance activities
- Investigate customer complaints and non-conformance issues.
- Evaluates telemarketing approaches by rating effectiveness of telemarketing service representatives
- Providing quality ratings and identifying training needs, developing training programs.
- Responsibility to making sure all parties including boards of directors, management and employees, are following the company's rules, regulations and policies, as well as adhering to the company's standard of conduct.

United Bank Limited (UBL) - Pakistan



Analyst Customer Complains / Team Backup

November 2011 till November 2013

- Acknowledgement of complaints resolution to the customers.
- Perceiving customer's issues, requests & complaints via E-mail, courier, post or fax and acknowledging them accordingly.
- Participation in official meetings and sharing views, prospects, innovative plans and procedures.
- Facilitating Analyst team with (Operational Analysis, Disconnections and Error Analysis, Customer Complaint Resolution)
- Reporting TL on Weekly Basis and Monthly Reporting.

Arwen Tech - Pakistan



Operational Lead / Backup Quality Assurance

October 2010 till November 2011

Facilitating Quality Assurance Department.

- * Daily Random Evaluation
- * Weekly Client Reporting
- * Operational Analysis
- * Disconnections and Error Analysis
- * Activity Reporting
- * Call Evaluation

Responsibilities on Engro Foods FMCG:

- Providing in detail of customer feedback & comments regarding promotion of Engro Foods to Client.
- Responding direct emails & calls to client and prime customers.

Responsibilities on Adamjee Insurance:

- Responding to inbound calls regarding insurance claims, product activations and general information.
- Handling CRM application with reference to registering a claim, complaint and general customer information received through live and non-live mediums in a centralized system.

The Resource Group - Pakistan

Customer Service Representative (Telenor Campaign)



April 2009 till July 2010

- Ensured customer program satisfaction.
- Skilled in consultative selling, negotiating contracts.
- Maintained high profile in the professional and business community
- Achieving Monthly Quality & AHT target and acting Team Lead in the absence of supervisor & training new CSE.

Century 21 - Pakistan

CENTURY 21

Assistant of Internal Auditor / Finance Department

December 2007 till March 2009

- Posting all bills, Drafting Summary of Reports
- Clearing Reconcile Reports.
- Clearing Inward Reports & Outwards Reports.
- Reporting managers for stock updates.