



# NAQASH ALI JAN

CUSTOMER SERVICE REPRESENTATIVE (CSR)

## PROFILE

Energetic Customer Services Representative with experience of two years. In the capacity of my role, handle a large number of in-comings calls and sales inquiries. Provide accurate information, and resolve problems. Passionate for business development and strong customer relationships. Enhanced teamwork skills through a leadership role. Developed cross career skills in graphic designing and financial analysis as a freelancer. To be an entrepreneur, harvest business administration and management abilities to meet organizational as well as personal goals.

## EXPERIENCE

### Customer Service Representative

(2020 – Present)

*Sui Northern Gas Pipelines Limited*  
Gujranwala, Pakistan.


## RESPONSIBILITIES


- Manage large number of incoming calls and walk-in customers.
- Identify and assess customers' needs to provide exceptional satisfaction.
- Handle complaints, provide appropriate solutions and forward them to the field workers' team when needed.
- Build sustainable relationships and trust with customers.
- Take the extra mile to engage customers.
- Manage around 40 people, drivers, fitters and fitter helpers etc.
- Form and handle efficient teams and provide support to engage team members and deliver outstanding customer service experience.
- Arrange alternative routes for drivers and adaptable alternatives for field working teams.
- Tactfully resolve conflicts and issues among teams and team members.
- Follow communication procedures, guidelines, and policies.
- Skilfully communicate and cooperate with other departments to achieve Key Monitoring Indexes.
- Provide daily working report to departmental In-Charge.
- Immediately inform the higher authorities in case of severe emergency.


## ADDITIONAL RESPONSIBILITIES

- Prepare monthly complaints' record
- Control and operate remote complaints centers

 **Gujranwala, Pakistan.**

 alinaqash@rocketmail.co

 +923334747718

 Naqash-ali-jan

## SKILLS

Call Centre Operations	●●●●●
Customer Relationship	●●●●●
Creative Problem Solving	●●●●●
Active Listening Skills	●●●●●
Time Management	●●●●●
Leadership & Team Work	●●●●●
Project Management	●●●●●
Planing & Desicion Making	●●●●●
Verbal Communication	●●●●●
Multi-Tasking	●●●●●

## COMPUTER SKILLS

MS Word, Excel	●●●●●
MS Outlook, Power Point	●●●●●
Adobe Photoshop	●●●●●
Adobe Premiere	●●●●●

## LANGUAGES

Urdu / Hindi	●●●●●
English	●●●●●
Arabic	●●●●●

## ADDITIONAL INFO

**Civil Status:** Single  
**Passport No.** GM879805  
**Relocate:** Willing to Relocate

## REFERENCES

Will be provided on request

## FREELANCING

(2020 – 2021)

*Freelance. pk, Facebook.com, Small Business*

During the Covid 19 locked down days, I started work as a freelancer at my home and developed new skills which are,

- Ratio analysis of financial statements.
- Prepared Projected balance sheet, profit & loss account
- Prepared Projected cash flow statements
- Business plans and feasibility reports based on real facts and market.
- Video editing for Youtube & Facebook
- Video Thumbnails for Youtube & Facebook
- Logo Designing, Broucher, Business Cards, Letter Pads
- Photo Editing

## Auto Detailing and Paint Protection (Self-Employment)

(2018 – 2020)

*Auto Artist Detailing Studio*

Gujranwala, Pakistan.

- Prepared whole business feasibility and plan.
- Placed Oder for Car Cleaning and Auto Detailing Supplies.
- Got hand-on training in vehicle cleaning and detailing.
- Managed a team of three persons.
- Prepared Marketing plans and executed them.
- Collaborate with local suppliers and vendors for the promotion.
- Managed social media and online orders.
- Entertained a large number of Incoming calls and inquiries.
- Ensure the quality work and high end detailing experience
- Made sure the vehicle should be delivered on time
- Managed finance and budgeting

## EDUCATION

- Masters of Business Administration (Finance)  
*University of Gujrat – 2012 - 2016*  
*Gujrat, Pakistan.*
- Bachelor of Commerce(IT)  
*University of the Punjab - 2010 – 2012*  
*Lahore, Pakistan.*