



Shahzaib Bhatti

Customer Services Representative

Committed customer service expert with experience serving a variety of customer. Detail-oriented professional who works well under pressure. Notable accomplishments in meeting deadlines and increasing customer satisfaction. Excited for the opportunity to work with a new customer base in Washington as a customer service representative with Simple Contact.

Contact

Phone

+971-551662355

Email

Shahzaibb369@gmail.com

Address

Al Barsha 1 Near MOE Dubai

Education

2021

Bachelor In Computer Science
University Of Sargodha

2017

Computer Science
Punjab Group Of Colleges

Expertise

- Microsoft office
- Digital Marketing
- Ecommerce Specialist
- Networking
- Router connector

Language

English

Urdu

Experience

2020-2021

QK Digital Marketing | United Arab Emirates, Dubai

Customer Services Representative

- Provided primary customers support to internal and external customers.
- Maintained customer satisfaction with forward thinking strategies focused on addressing customers needs and resolving concerns.
- Cultivated customer loyalty, Promoted repeat business and increase sales.
- Collected customer feedback and make process changes to exceed customer satisfaction goals.
- Answer constant flow of customer calls and chat message with minimum wait time.
- Provided information regarding charge accounts and loyalty program
- Developed committee reputation through commitment to customer satisfaction and strong client relationship.
- Capitalized to social media platform to increase market.
- Investigated and resolve customer inquires complaints quickly.
- Oversee business budget planning and administration, accounting functions and purchasing.
- Deliver excellent customer services resulting in a consistent 5 star customer satisfaction rating.
- Maintained expert level skills in digital platform such as Amazon..

2021-2023

Jumana Real Estate | United Arab Emirates, Dubai

Customer services Representative

- Maintained list of available properties and sites .
- Advertised properties for sale in Internet and publications.
- Advertised properties for sale in Internet and publications.
- Showed properties to prospective buyers and explained about features and costs.
- Provided information to clients on property prices and mortgages.
- Coordinated executive administration and marketing campaigns in real estate development
- Managed and maintained agent's database using Top Producer and Constant Contacts
- Educate buyers and sellers on all aspects of the housing market and property sales process

Skills

- Employee Relation
- Problem Solving Skills
- Critical Thinking Skills
- Flexibility
- Communication Skills
- Teamwork
- Organization Skills
- Creativity
- Responsibility
- **Digital Skills**
- Project Management
- Administrative
- Data Presentation

○ 2018-2019

Samsung Electronics | Pakistan, Lahore

Administration Office

- Manage daily activities of office as well as company-wide projects and activities.
- Set up interviews with families in need for the selection committee.
- Managed more than \$2 million in funding and oversaw several budgets for maximum output
- Composed written documentation and maintained department databases.
- Provided exceptional customer service when handling in-person, phone, or email interactions with clients.
- Planned and coordinated events to ensure staffing and locations were accurately accommodated.
- Acted as a liaison between the administration department and other departments.
- Maintained patient files and records.

○ 2019-2020

Style Textlie (PVT) Limited | Pakistan, Lahore

Human Resource HR

- Maintained employee data and kept updated accounts of all employment records.
- Assisted in recruiting and training of new employees for the marketing and IT teams.
- Administered payroll information, compensation materials, and benefits programs.
- Mentored employees through personal and professional issues.
- Provided administrative support with payroll, calendars, meetings, and training events.
- Trained and onboarded new employees, and conducted orientations for new staff hires.
- Ensured confidentiality of all personnel, office, and employment records
- Counsels with department heads and employees regarding performance reviews, personnel issues, scheduling, benefits, wages, etc.
- Works closely with the store management to ensure maximum employee satisfaction and retention.
- Facilitates the hiring process and may be involved in the interviewing and placement of specified positions.
- Prepares employee wage and employment verifications, as well as disability claims, leave of absence requests, and extensions.
- Transmits sales, hours, adjustments, and accounts receivable to the corporate office on a weekly basis.
- Oversee various areas of human resources, to include; management development, employee relations, training, safety, security and record keeping.
- Participate in weekly staff meetings and meet with store management to review the progress and status of various issues.