



SAJID BAKHTIAR

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Nationality: Pakistani

Driving license: LMV (Dubai)

Availability: Immediately

EDUCATION

October 2013

MBA: Marketing & Sales

Gandahara University, Peshawar

February 2012

Bachelors of Business

Administration (Marketing & Sales)

CECOS University

LANGUAGES

Pashto: Native language

English: C2

Master or proficient

Arabic: B1

Intermediate

Urdu: C2

Master or proficient

Hindi: C1

Advanced

SKILLS

- Ms Office (Excel, Word, PowerPoint)
- Excellent communication skills
- Time management & Report writing
- Fleet management
- Scheduling
- Problem solver & strong customer service orientation
- Customer demographics

PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in Customer Services industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

WORK HISTORY

January 2022 - Current

Customer Services Executive

Belhasa Driving Center,

Dubai, UAE

- Giving complete information to all walk in customers & telephonic inquiries regarding the procedures & services.
- Providing friendly consultation to assist the customers to select the training programs as per their eligible needs.
- Checking and verifying the required Documents at the time of registration.
- Entering the complete details of the customers in company software for computerized registrations (BDCMS & RTA PORTALS).
- Handling special requests proposed by customers (such as Location, Home service, Scheduling, Language, Transport facility).
- Navigate the customers to other departments ensuring a hassle free service.
- Answered and re-directed calls for swift resolution.
- Responded to and summarized customer complaints and feedback.
- Adhered strictly to policies and procedures for continued company compliance.
- Learn about services and kept up to date with changes

May 2016 - May 2021

Customer Services Representative,

United Parcel Services, UPS

Riyadh, Saudi Arabia

- Resolve customer concerns while cultivating positive relationship.
- Track customer package requests and assisting with delivery solutions, facilitating package investigations.

understanding & sales

- Dispute resolution & complaint handling

CERTIFICATES

- Customers Services, Skills Developments and Team Building
- Organizational behavior and harassment
- Time Management and Targets achievements
- Volunteer in Anti-Narcotics Anti-Drugs Awareness campaign
- Tek Track (Teckcore), UPS World ship and Cargo Management System

- Registered and updated accurate customer information on database.
- Arrange pick-ups and deliveries.
- Check packages and ensures that special requirements for international shipments and dangerous goods are met.
- Respond promptly and answer/resolve customer inquiries and complaints.
- Communicate directly with customers by phone, electronically or face to face.
- Do other assignments specified by the Operations Supervisor.

May 2012 - October 2015

Operations Executive

Daewoo Pakistan Express Bus Service Ltd

Peshawar, Pakistan

- Relationship building; with customers and researching the market and related services
- Fleet and staff Management
- Smooth running of operation to achieve the sales target given
- Coordinating with different departments in order to accomplish smooth service delivery
- Deal directly with customers either by telephone, electronically or face to face
- Handle and resolve customer complaints and Obtain and evaluate all relevant information to handle product and service inquiries
- Suggests management for rescheduling of current and new stop over points and sub terminals.