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Summary

Customer Experience Advocate | x Careem | x Revolut | Bibliophile | Multitasker | Avid Trouble-shooter | Marketing Graduate | Ambivert with an Individualistic & Collective Mindset

30 years old esoteric, arcane and an obscure soul with a strong passion for reading, hiking & customer service.

Experience

Customer Support Executive - Careem Now

ibex

Aug 2023 - Dec 2023 (5 months)

- Assisted Careem customers, captains & partners in Dubai via voice interaction regarding order delivery issues, catalogue management and premium plans.
- Worked on Genesys, Confluence, JIRA, Google Maps, AI system and other internal tools to resolve the cases.
- Handled simultaneous Urdu calls with Captains and English calls with customers & partners.
- Identified & resolved customers issues/ complaints within defined TAT's while adhering to the policies.
- Ensured timely escalation, reporting and high retention level to facilitate everyone connected with Careem Now.

Customer Support Executive - Revolut

Mindbridge

Sep 2022 - May 2023 (9 months)

- Managed end-to-end customer chat/ email experience through effective customer relationship management and cross-functional collaboration with the Product & Operations department.
- Utilized in-depth understanding of product analytics tool, known as Looker, Backoffice to gain valuable customer insights to better convert, engage and retain users of the fintech giant Revolut.
- Collaborated with the Product team in effectively logging and escalating issues using Jira, Confluence, Slack and other tools.

Accounts Receivable Executive

MedSol Tech (Pvt) Ltd.

Aug 2021 - Mar 2022 (8 months)

- Answered questions and resolved problems regarding medical billing activities of patients & doctors in Oklahoma, USA.
- Checked eligibility and verification of patient's health benefits from the websites insurance providers.
- Checked the status of claims by utilizing web portals, IVR & live calls.
- Followed up on unpaid/denied claims.
- Worked on Patients appointment calls/ scheduling.

Station Manager

Cable Net (Pvt) Ltd.

Feb 2021 - Jun 2021 (5 months)

- Managed a portfolio of key accounts for delivering client-focused solutions based on specific needs and requirements.
- Maintained strong sales pipeline through effective relationship building, account management and lead generation.
- Developed strong working relationships with clients to identify and assess their critical needs.
- Identified short and long term growth opportunities, explored new market segments and worked on new areas expansion.
- Documented the feedback and handled the complaints of customers.
- As part of the team I climbed electric poles many times to help the team members.



Sales Trainee

Interwood Mobel (Pvt) Ltd.

Feb 2019 - Apr 2019 (3 months)

- Provided accurate information to the customers regarding product features, pricing and after-sales services.
- Visited construction sites of clients to understand their needs, made presentations and advised them on products & solutions best suiting their needs with the support of the technical team.
- Conducted price and feature comparisons to facilitate purchasing.



Intern

Indus Motor Company Ltd

Jan 2017 - Mar 2017 (3 months)

- Overall responsibility for the front desk of Toyota Abbott Motors (Pvt) Ltd.
- Pre-delivery inspection of the vehicles.
- Assisted in making warranty books, daily stock report and provisional booking orders.

Education



COMSATS University Islamabad

Bachelor of Business Administration - BBA, Marketing

Sep 2013 - Jul 2018

Government College of Technology, Abbottabad

Diploma of Associate Engineer, Electrical Engineering Technologies/Technicians

Mar 2008 - Nov 2011

Licenses & Certifications



IELTS - British Council

Issued Dec 2012 - Expires Dec 2014

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EF SET English Certificate 63/100 (C1 Advanced) - EF Standard English Test (EF SET)

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Skills

Chronic Care Management (CCM) • Patient Care • Remote Monitoring • Customer Support • Speed Reading • Microsoft PowerPoint • Presentation Development • English as a Second Language (ESL) • Corporate Communications • Interpersonal Communication