**MUHAMMAD USMAN SALFI**

**[Al Quoz Near New Grand City Mall, Dubai] | [0057198217, 00923317027143] [usmansalfi143@gmail.com]**

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**Job Type:**

Customer Services

**Target Location:**

United Arab Emirates

**CUSTOMER SERVICE**

**■ Objective** – Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company’s brand name.

### Key Skills and Qualifications

Problem Analysis | Problem Solving | Organizational Skills

Customer Service Orientation | Adaptability | Initiative

Strong Interpersonal-Communication skills

* Knowledge about customer service applications and administrative procedures.
* Languages – Fluent in English, Spanish and Portuguese
* Relevant customer service courses
* High school diploma

### Work Experience/Background

**Customer Service Representative** [ufone Franchize] Jalalpur Pirwala 2013 – Present

* Responded promptly and answered/resolved customer inquiries and complaints.
* Investigated and resolved service issues and/or product problems.
* Managed customers’ database accounts, performed customer verification and processed applications, orders and requests.
* Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
* Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
* Supplied customers with written responses and information and followed up on customer communications.

**Customer Service Representative** [Hi Tac Computers ] Multan, 2011– 2012

* Communicated directly with customers by phone, electronically or face to face.
* Provided customers with technical support using maintenance procedures created with company products.
* Wrote and kept accurate records of discussions and correspondence with customers.
* Managed and supervised a team of customer services representatives.
* Provided customer service team with feedback.
* Met with other team managers to discuss possible improvements in customer service and company’s products.
* Trained and coached team members to deliver a high standard of customer service.
* Learned about products and services and kept up to date with changes.
* Kept ahead of technology developments by attending professional courses.

**ACHIEVEMENTS**

* Developed the customer service policy for the organization: Developed customer service procedures, performance level and QA standards for the organization.
* Evaluated changing factors frequently to achieve high customer satisfaction level.
* Analyzed statistics and other data to determine the level of customer service performance achieved by the team.

**PERSONAL INFORMATION**

Father’s Name : Muhammad Usman Salfi

Date of Birth : 01 March 1985

Marital Status : Single

Religion : Muslim

Nationality : Pakistani

CNIC : 36301-7938601-9

**VISA STATUS: Visit Visa**

Expiry Date: 13 June 2014

**QUALIFICATION:**

**M.Sc Economics**

Major Subjects: Micro Economics, Macro Economics and Ecnomatrics.

Completion date: April 2014

Obtained Marks Percentage: 66%

**Post Graduate Diploma in Business and Applied Mathematics in Computer**.

Major Subjects: Ms- Office, Java, C++

Completion year: 2006 - 2007

Obtained Marks Percentage: 70%

**B.Sc**

Major Subjects: Statistics, Mathematics and Economics

Completion year: 2005

Obtained Marks Percentage: 54%

**Intermediate, I.C.S**

Major Subjects: Physics, Mathematics and Computer

Completion year:2003

Obtained Marks Percentage: 58%

**Extra Skills:**

Urdu, English and Arabic Typing

Using of Internet

Typing speed near about 40 words per minute.

**Languages:**

English Level: Fluent

Urdu Level: Native

**Reference:**

Reference will be furnished if desired.