



SYED JAWAD ALI SHAH

S/O SHAHIN SHAH

PROFILE

I am a Hardworking, Versatile, Enthusiastic, Loyal & Highly Motivated Individual who believes in continuous improvement & have the ability to work in competitive & challenging business environment with initiative, drive & commitment.

SKILLS & EXPERTISE

- ★ Communication Skills
- ★ Interpersonal Skills
- ★ Quick Learning Ability
- ★ Presentation Skills
- ★ Customer Relationships
- ★ Leadership Skills
- ★ Administration
- ★ Hardworking
- ★ Management Skills
- ★ Coordination
- ★ Microsoft Office
- ★ Email Management

EDUCATION

M.Sc. (Economics)
2021 - Result Awaited
University of Peshawar

Masters (Islamic Studies)
2015
University of Peshawar

B.A. (Hons) (Economics / Statistics)
2010
Shykh Zayed Islamic Centre, University of Peshawar

F.A. (Humanities)
2007
Islamia College, Peshawar

Matric (Science)
2005
Islamia Collegiate School

WORK EXPERIENCES

Customer Relations Officer (CRO) / Sales Admin
Toyota Frontier Motors, Peshawar

February 2019 - April 2022

Responsibilities:

- Conduct Service Reminder to customer through SMS & call to ensure consistent service intakes of dealership.
- Coordinate & record appointment booking & plot capacity planning to ensure smooth flow of operations.
- Handle customer's concern, analyze root cause & take improvement activities.
- Ensure all customers' voice is promptly reported to dealer management.
- Liaise & communicate with internal staff / management to ensure prompt & effective reply.
- Ensure customer database is updated in timely manner & protected at all times through constant monitoring.
- Continuously strive to develop & maintain good rapport with customer & strive towards achieving high customer satisfaction.
- Coordinate, conduct invitation & record customer's appointment for Product Update.

Social Mobilizer / Distribution & Warehouse Assistant

World Food Program (UN-WFP)

Funded Project in Lawari Humanitarian Organization (LHO) at Duty Station Khyber Agency Tirah Maidan

September 2017 - December 2017

Sales Officer
AYS Electronics, Peshawar
June 2017 - August 2017

Customer Relation Manager
Pak Suzuki Motors Co. Ltd
September 2014 - May 2017

Office Assistant
Men Enterprises CNG Filling Station, Peshawar

G.T Road, Near Nasirpur, Peshawar
March 2010 - February 2011

Front Desk Officer
Nadra E-Sahulat Center
January 2008 - November 2011

CAREER OBJECTIVE: I tend to put my theoretical knowledge in practical form & to use my skills to assist an organization in achieving its goals which seeking long term career with optimum growth.

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