



# Muhammad Basit

## Personal Details

DOB : 03/03/1999

Gender : Male

Height/weight : 165cm/49kg

Religion : Islam

CNIC : 38403-3965610-9

Passport no : BC3876101

## Education

**Bachelors of Arts**      **2021**

University Of Peshawar

Political Science

## Skills

Customer Service

Problem Solving

Teamwork

Cultural Awareness

Conflict Resolution

First Aid

Adaptability

Ability to work in complexity

## Languages

English - Fluent

Urdu - Native

Punjabi - Fluent

Pashto - Fluent

## Contact Details



basit.r@hotmail.com



+923485528125



Peshawar Cantt, Pakistan

## Summary

Client Service professional with demonstrated history of working in call center, courier service and real estate industry. Skilled in Customer Service Role and Client Management. Strong support professional with a Bachelor's degree in political science. My core competencies include Customer Service, Conflict Resolution, Customer centricity, Negotiation, Collection Management & PR skills.

## Work Experience

**Customer Support Agent | TCS Express | Part Time**

**February 2024 - Present**

- Provide customer support service
- Smart Debriefing of courier service.
- Problem solving regarding undelivered couriers/parcels.
- Handling outbound calls with excellence customer service.

**Recovery Manager | Topline Marketing PVT Ltd | Peshawar**

**October 2023 - Present**

- Reminder calls to customers.
- Keeping records of down payments and installments.
- Follow ups on daily basis of reminder calls.
- Reporting to CEO, Regional Manager and Project Managers.

**Team Lead CSR | Lamprophony Technology | Peshawar**

**January 2022 - June 2023**

- Experienced in Call Center as Team Leader.
- Ensure that the policies and procedures to sustain a high level of Customer Service experience on every single call.
- Coordinate the activities of the Customer Service team provide support and advice to team members.
- Evaluate customer feedback and identify ways to maximize customer satisfaction.
- Ensure that standard operating procedures are documented and maintained throughout the working hours.

## Achievement

- Employee of the Year
- Cash Rewards
- Best Team Lead Award