

OBJECTIVE

Seeking membership in an energetic and

Motivated team, where I can enhance the customer experience, ensure adherence to

due processes, and drive new business.

Additionally, I aspire to engage with intellectually stimulating colleagues, fostering

both personal and professional growth.

CONTACT

- Sikanderhayat323212@gmail.com
- 0345-9278544
- Riri Oweer tehsil Mastuj district
Upper Chitral, KPK Pakistan

EDUCATION

UNIVERSITY OF CHITRAL (2020)
Masters in English Literature and Linguistic

SKILLS

- Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint
- Excellent communication skills, both written and verbal
- Natural organizer, able to manage several aspects of a role simultaneously
- A keen eye for details whilst able to see how I fit into the business as a whole

SIKANDER HAYAT

EXPERIENCE

NOVEMBER 6 2023 TO TILL DATE (SYBRID)

Customer Support Officer at SYBRID Peshawar.

Key Responsibilities:

- Listening to customer issues and providing solution as technical support officer.
- Working as acting supervisor managing staff timing and making of roster for rotation shifts.
- Working in KPI environment to achieves my daily and monthly targets.
- Closing High Level Complaints
- Driving and motivating a team of 20+ agents to achieve commercial KPI'S.

SEPTEMBER 2022 TO OCTOBER 2023 (TOTAL PARCO)

Sale Representative at TOTAL SUPER STORE, University Town Peshawar.

Key Responsibilities:

- Attending customer though calls and physically to increase sales.
 - Listening to customer quires and suggestion to improve our services.
 - Work as shift in charge managing work flow smoothly.
 - Driving and motivating a team of 20+ agents to achieve commercial KPI'S.
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- Familiar with social networking policies and content moderation and content reviewing

Reference

Mubashir Sultan Assistant Manager
Sybrid
(Lakson group of companies)
Peshawar.

MARCH 2021 TO APRIL 2022 (IBEX)

Customer representative at IBEX Islamabad.

Key Responsibilities:

- Attend to customer inquiries and provide solutions to customers.
- Looking to content giving brief review and forwarding to back-end team.
- Working in KPI environment to achieve my daily and monthly targets.
- Working in different shift morning, evening and night.

JANUARY 2019 TO DECEMBER 2020 (CLUB KITCHEN)

Assistant Manager at CLUB KITCHEN Gulberg Residencia, Islamabad.

Key Responsibilities:

- Receiving customers with hospitality to drive sales for my company.
- Proactively preparing for changing shifts.
- As an acting manager I have to perform multiple tasks organizing staff and official work.