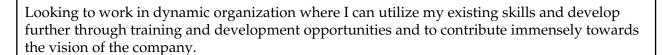
Tayyab Mustapha Shaikh

Address: A-67/F-1283 Near Old Campus Hyderabad

Cell No: +923437555559 - +923003303389

Email: tayyabmustapha@gmail.com

Objective



Experience:				
Position	Company	JDs	Tenure	
Customer Relationship Manager	Jazz	Providing help and advice to customers using your organization's products or services.		
		Keeping accurate records of discussions or correspondence with customers.	NI 2016	
		Developing feedback or complaints procedures for customers to use.	Nov.2016	
Manager		Leading or supervising a team of customer service staff.	Apr.2017	
		Being involved in staff recruitment and appraisals.		
	Telenor	Responsible for maintaining the quality and productivity statistics		
Customer Relationship Manager		Handle customer inquiries, complaints, billing questions and payment extension/service requests Jul.2 — N 20		
		Assisted in the training of new customer service representatives and associates with in Team.		
		Improving customer service procedures, policies and standards for your organization or department		
Manager Franchise Services & Sale	Telenor	Being involved in staff recruitment and appraisals		
		Leading or supervising a team of customer service staff	2019	
		Take ownership and ensure timely resolution of customer complaints		

		Handle market Retailers of MFS and GSM services	
Project Sales Associate	Zameen.com	Responsible for maintaining the quality and productivity statistics	Feb 2022- Ongoing
		Handle customer inquiries, complaints, billing questions and payment extension/service requests	
		Assisted in the training of new customer service representatives and associates with in Team.	

Skills
Good communication and inter-personal skills
Can work as an individual and as a Team player
Good leadership and decision-making skills
MS OFFICE
Internet

Internships & Achievements	
Services of Excellence award on best sale region	
Achieve best Performance in customer satisfaction award	
Internship in Jazz Business Center	

Academic Info		
Academic	Results	Year
B. Sc	2nd Div	2016-18

Personal Information

Father's Name	Shoukat Ali Shaikh
CNIC	41303-8618141-3
Date of Birth	07-10-1996
Religion	Islam
Marital Status	Married

Reference		

Will be provided if any required