


Tayyab Mustapha Shaikh		
Address: A-67/F-1283 Near Old Campus Hyderabad		
Cell No: +923437555559 - +923003303389		
Email: tayyabmustapha@gmail.com		
Objective		
<p>Looking to work in dynamic organization where I can utilize my existing skills and develop further through training and development opportunities and to contribute immensely towards the vision of the company.</p>		

<u>Experience:</u>			
Position	Company	JDs	Tenure
Customer Relationship Manager	Jazz	Providing help and advice to customers using your organization's products or services.	Nov.2016 — Apr.2017
		Keeping accurate records of discussions or correspondence with customers.	
		Developing feedback or complaints procedures for customers to use.	
		Leading or supervising a team of customer service staff.	
		Being involved in staff recruitment and appraisals.	
Customer Relationship Manager	Telenor	Responsible for maintaining the quality and productivity statistics	Jul.2017 — Mar 2018
		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.	
Manager Franchise Services & Sale	Telenor	Improving customer service procedures, policies and standards for your organization or department	Mar 2018 — Sep 2019
		Being involved in staff recruitment and appraisals	
		Leading or supervising a team of customer service staff	
		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

<u>Internships & Achievements</u>
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

<u>Personal Information</u>	
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
