**Faisal Anis**

***Date of Birth:*** *29th Sep 1982.* ***Address:*** *Haroon Royal City Phase 2 Block 17 Gulistan-e-Johar****Mobile:*** *,03074446537* ***Landline****: 92-21-36942576* ***Email:****Faisalanis80@yahoo.com*

***Career Objective***
The core objective is to provide customer support services on the company platforms. Troubleshoot technical problems and provide/address solutions to customers. As a customer care representative, I prefer most challenging issues is handling different customers – irate customers, offensive customers and defensive customers.

***Education***

**Bachelors in Computer Science:**Dadabhoy Institute of Higher Education (2002-2005).

**Intermediate:** Government Gulshan-e-Iqbal College (1999-2001).

**Matriculation:** National High School (1998).

***Work Experience***

 **(LCI-Pakistan Formerly ICI Pakistan) 1-October-2017 Till Present**

 **Senior Customer Services Officer (Dec-2020 Till Present)**

* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
* Live secondary sales monitoring dashboard for the higher management like GM, PM and HOS.
* Responsible for generating Replenishment plan according to company goal & forecast and Distributor in hand inventory to make a Win-Win situation for both parties
* All types of distributor claims and their settlement.
* To timely calculate and report on time in full (OTIF), to assist warehouse and logistics team to identify and improve upon the deviations from contractual terms of logistic service providers.
* Keep records of customer interactions, process customer accounts and file documents. Take the extra mile to engage customers and keep them satisfied through consistent updates about matters pertinent to them.
* Build a sustainable relationships and trust with customer accounts through open and interactive communication. Provide accurate, valid and complete information by using the right methods/tools
* Keeping records of customer interactions, transactions, comments, and complaints. Timely share these records with pertinent stakeholders to keep them updated.
* Support Operations teams to ensure service level standards are met; adhere to all contractual obligations and ensure customer compliance.
* To ensure end to end customer insurance claim management and resolution by actively engaging all in internal and external stakeholders.
* To ensure timely and accurate payment posting of assigned business area. Making sure to avoid any duplications while maintaining support to the operations team to timely release the sales orders
* To assist credit management function by timely knocking off payments according to the data provided by the customer to facilitate business clarity in its receivables.
* Lead departmental audit with low or no observation and ensure 100% accurate data archiving while ensuring its easy access, All policies should be met pertaining to customer services
* As a custodian of SOP of distribution & sales operations, to ensure all the SOPs are updated and timely archived.

**Customer Services and logistic(2017-2020)**

* Keeping track of effective order execution, distribution and shipping process; managing safe, timely and cost effective deliveries to customers directly and through trucks to their premise
* Managing 100% OTIF target for processing and delivering orders to customers
* Reporting claims & detailed survey report of material damaged in transit and on port for any Insurance claim
* Successfully implemented LE (Logistics Enterprise) Module of SAP for distribution & sales of Pharma Goods

**Buisness Development Executive(Augere Pakistan (Private)Limited 8-Aug-2016 to 30- Sep2017**

* Prospect for potential new clients and turn this into increased business.
* Cold call as appropriate within your market or geographic area to ensure a robust pipeline of opportunities. \* Meet potential clients by growing, maintaining, and leveraging your network.
Identify potential clients, and the decision makers within the client organization.
* Research and build relationships with new clients
* Set up meetings between client decision makers and company’s practice leaders/Principals.
Plan approaches and pitches. \* Work with team to develop proposals that speaks to the client’s needs, concerns, and objectives.
* Participate in pricing the solution/service.
* Handle objections by clarifying, emphasizing agreements and working through differences to a positive conclusion. \* Use a variety of styles to persuade or negotiate appropriately.
Present an image that mirrors that of the client

**Customer Relation Manager (Toyota Highway Motors 7-November-2015 31-Jul-2016)**

• providing help and advice to customers using your organization’s products or services;

 • Communicating courteously with customers by telephone, email, letter and face to face;

* investigating and solving customers' problems, which may be complex or long-standing
* Problems that have been passed on by customer service ass
* handling customer complaints or any major incidents, such as a security issue or a customer

 Being taken ill;

• keeping accurate records of discussions or correspondence with customers;

* producing written information for customers, often involving use of computer

 Packages/software;

* writing reports analyzing the customer service that your organization provides;
* developing feedback or complaints procedures for customers to use;
* improving customer service procedures, policies and standards for your organization or

 Department;

* Meeting with other managers to discuss possible improvements to customer service;
* being involved in staff recruitment and appraisals;
* Training staff to deliver a high standard of customer service;
* leading or supervising a team of customer service staff;
* learning about your organization’s products or services and keeping up to date with changes;
* Keeping ahead of developments in customer service by reading relevant journals, going to

Meeting and attend course

**Working with Wi-tribe Care Center Supervisor (Q-Tel Group) September 1st 2010– October 2015**

* Team Management at the Customer Care Center which included responsibility of Sales Activation with Target Achievements
* Monitoring the all Reports and Report Analysis of Sales Target Achieved
* Responsibility & Intensive Care of all Staff activities including Inventory Management, tracking CHURNS and recovering Timely Payments received by Customers.
* Developed Real Time Reports, Presentations and Track Records of Customer CareActivities.
* Handled Corporate Cliental Network and lead the Customer Relation Management Strategies at the Center.
* Research and compilation of answers for informational requests from customers.
* Provided the Product information, Technical information andfinancial record keeping of the Center and Maintained and Developed external party relationships.
* Ensured Customer Care Department meet Sales Target for each month.

**Wi-tribe Customer Sales Executive (Q-Tel Group)February 15th 2010- August 30th 2010.**

* Trouble Shooting including Camping, Browsing and Email Setup issues. Retention Strategies including Complimentary coupons, Follow-up Calls, Bill Payments.
* Achieved Sales Targets which included making New Sales from front office desk, got equipped with the device oriented issues (password setup, device verification and other various device related issues).
* Acquired Product Knowledge developed through strong acquaintance with Customer Care facilities including payment modes, Add-ons Purchases, Service purchases, SMS Service details, Package details, wi-tribe different Devices and so on. Carried on Routine Inventory records, Sales return device verification.
* Efficient dealing of complaints to completion and enabling satisfaction of customer.

**Worked with Mobilink Pakistan July 2005 – Jan 2010**

**Mobilink Broad Band Unit( Contact Center)- Wimex Technical Engineer (2008-09)**

* 2 Year Experience at Pakistan Mobile Communication (Pvt.) Limited.
* Answered calls professionally and responded to customer inquiries
* Deployment of Zyxel MAX – 3x0HW2 and Siemens Sx682 devices.
* Technical Support of Zyxel MAX – 3x0HW2, Motorola CPE 35300 and CPE 35400 and Siemens Sx682 devices.
* Membership of Quality Assurance and Training department for nationwide Technical Support Center

**MobilinkKarachi Region- Operation Team (2008)**

* To look after customers’ complaints regarding their Incoming and Outgoing calls.
* To look after the adjustments of prepaid connections. Generate month end reports.
* Activation of New Sales [Covering Nationwide]
* Change of Value Added Services (VAS)
* Change of Customer Contact numbers (MSISDN)

 **MobilinkSimReplanishment Department (2006-2008)**

Jazz Load Activation Handling, Inventory Management, Jazz Load Sim Replenishment, SDTC Sim Replenishment, Value Added Services

**MobilinkSubscriber Management Team (2005-06)**

Responsible for all processes of Credit Notes Transaction, Responsible for all processes of Sales Return & Manual Invoices Transaction, Responsible for process sing Financial Adjustment, PNR & Refund, Checks all Physical documents of Financial Adjustments, Refund & Sales Return & Sign, Support for processing of all Financial Adjustment, PNR, and Refund & Credit Notes Transactions, Package Plan and Line Rent Discount.

**MobilinkCorrespondence Team (2005)**

Coordination with Investigation Resolution Unit /Franchise coordinator, Daily report, Direct Debit Calls and sending letters/Follow-up, Being Indigo Care Team Member coordinating with all other teams of Support Center for day to day activities and issues, as Indigo Care is responsible for the resolution of the query / complaint.

***Trainings and Workshops***

* BTA Training conducted from British Trainer Mr. Barry Pitts
* In-house WIMEX User interface Training Program at Wi-tribe
* Participated in the SCHUITEMA Service Excellence Training Program- March 2012
* Career Pakistan Communication Skills & Team Work Program –April 2012
* Customer Service Certified by Octara –Inam-ur-Rehman
* Self-Development Program 2 Day Workshop by Carnelian
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***Technical Skills***

* WIZARD Billing Tool
* Macintosh, Linux Operating System
* LSLP Inventory Management System
* SMART Billing System
* Help Desk – Random Customer Complaint Monitoring System
* Point Customer, Information System
* Siebel CRM Software
* Hands on Experience on AVAYA
* SAP

***Career Achievement***

* *Promoted to Wi-tribe Customer Care Supervisor in the first six months*
* *Mobilink Pakistan Internal On- Spot Recognition Award 2008.*
* *Certified English Eureka Specialist Program*
* *Star Champion award received at Wi-tribe Pvt. Ltd*
* *Runner up in In-house Sales Competition at Wi-tribe Pvt. Ltd*