

Muhammad Zeeshan Iqbal

Call Center, Customer Services, Sales and Marketing, Teacher and Freelance Writer

Karachi 75850

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I would like to deliver my expertise in the areas of communication having more than 10 years of overall experience in Customer Services, Telemarketing, Teaching, Freelance Writing and Translation for the increased productivity and stability of the organization.

Willing to relocate: Anywhere

Sponsorship required to work in the US

WORK EXPERIENCE

Quality Advisor

IBEX Global Private Limited- A TRG Company - Karachi - March 2015 to Present

Responsibilities

Call monitoring, Agent Feedback and Sale Call Verification

Skills Used: Active Listening, Sale Call Verification and advice on how to improve productivity, Agent's Feedback

Customer Service Executive

IBEX Global Private Limited-A TRG Company - Karachi - November 2012 to February 2015

Responsibilities

To call USA mainly small and medium business to sell and promote services of AT&T wire lines and wireless services including landline, internet, Mobility as an authorized solution provider.

Accomplishments

I have provided complete business solution to the prospects through effective service probing and by offering services as per their requirement and need

Skills Used

Cold Calling, Telemarketing, Call Center

Tele-Sales Representative

Black and White Web Technologies - Karachi - August 2011 to October 2012

To sell and promote the services of Online Web Directory all over Canada

E-Marker

Agha Khan Examination Board - Karachi - June 2011 to July 2011

Responsible to invigilate English subject papers through E-marking at AKUEB

Collection and Negotiating Officer

Medical Lien Management - Karachi - January 2011 to April 2011

Responsible to Negotiate with claim handlers or adjuster of insurance companies in USA regarding Medical bills of diagnostic facilities in California.

Virtual Assistant

PHS Grocers and Suppliers - Karachi - May 2010 to December 2010

Responsible to assist the client in USA regarding Groceries and Laundromat products of PHS

E-Marker

Agha Khan Examination Board - Karachi - March 2010 to March 2010

Responsible to invigilate English subject papers through E-marking at AKUEB

Customer Support Representative

Arwentech PVT Ltd. - Karachi - July 2009 to November 2009

Responsible to receive calls from all over the city Karachi regarding City District Helpline of 1229

Freelance Virtual Assistant, Content and Article Writer

Content Arcade, Odesk, Elance now Upwork - Karachi - April 2009 to June 2009

Worked periodically as Freelance to assist client in various assignments verbal and non- verbal. Content and Article writing including web research particularly during April 2008- June 2009

Supervisor Counter Ticketing and sales

Harmain Travels - Karachi - March 2008 to March 2009

Responsible to supervise counter ticketing and sales for domestic and International airlines

Customer Service Representative

Warid Telecom - Karachi - June 2007 to February 2008

Responsible to receive calls from all over Pakistan regarding Warid Cellular Services and support.

Telesales Representative

Alt-Source Communications - Karachi - December 2006 to May 2007

Responsible to promote and generate sales of Sky TV through calls all over UK

Telesales Representative

Global Communications - Karachi - May 2006 to November 2006

Responsible to promote and generate sales for Sprint PCS Wireless Phones

Faculty Teacher

Pre-Cambridge Institute - Karachi - January 2006 to April 2006

I taught English Literature subjects related to Drama, Fiction, History and Modern writing styles to the students undergoing Graduate and postgraduate programs of University of Karachi as an external candidates.

EDUCATION**MA in English Literature**

University of Karachi - Karachi

January 2004 to January 2005

BA in English, International Relations and Political Science

University of Karachi - Karachi

January 2001 to January 2003

HSC in Pre Engineering

Adamjee Govt. Science College Achieving A-grade - Karachi
January 1994 to January 1996

SSC in Science

Metropolitan Academy - Karachi
January 1985 to January 1994

SKILLS

Sabre Reservation and ATAC, Cargo Sales and Reservation, Ms Office and Windows OPS

ADDITIONAL INFORMATION

Present Address :R-126 Shadman Town North Karachi Sector: 14/A Karachi Postal Code :75850

National ID Card Number :42201-9121506-7

Passport Number : LC1335061

Contact Cellular (Primary) : +92-321-8231987

Contact Cellular (Secondary) : +92-334-256-6167

Contact (Home) : +92-21-36901651

Contact (Office) : 111-TRG-TRG x8651

Marital Status : Married

Date of Birth : 23rd December 1978

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