



Safi Ullah Khan

Complain Resolution Executive

+92.334.1283446

safikhan50@gmail.com

North Karachi, Karachi, Pakistan

Summary

Seeking a highly challenging and working environment in growing organization, having culture of team work and excellent opportunities for individual and professional growth. And Where I can get equal opportunity employment to prove my skills and abilities what I have.

Skills

Windows | The International Customer Service Standard | Telephone Operations | TeamSupport | Skype | Salesforce Administrator | Sales Promotion | Sales Conversation | Pricing Negotiation | MS Desktop Customer Service | MS Access | Management Solution | Institute of Customer Service (ICS) standards | Individuals / Consumers | Excellence Standard | Direct Sales | Customer Service Management | Customer Escalation Management | Customer Analysis | CRM | Closing | Client Service Tracker | Client Follow-up | Client Contact | Business Sales Strategy

Experience

- Mar 2020 - Present** **Complain Resolution Executive**
Eminent4u, Karachi, Pakistan
Handing customer complaint and to provide with fair resolution
- Apr 2019 - Mar 2020** **Inbound Sales Sr. Executive**
InXite Solutions, Karachi, Pakistan
Taking inbound sales call for different service provides and providing them services
- Sep 2017 - Feb 2019** **Account Manager**
Pnc Logos, Karachi, Pakistan
Taking concerns of the client and to deliver the project on time
- Feb 2017 - Aug 2017** **Senior executive**
Salsoft Technologies, Karachi, Pakistan
To provide best quality service and to take concern of the customer.. And to meet up with monthly and daily Target
- Nov 2016 - Feb 2017** **Collection executive**
Protege Global, Karachi, Pakistan
To negotiate with insurance company about the bill of the client and to get the reimbursement
- Nov 2012 - Oct 2016** **International Sales**
Axact, Karachi, Pakistan
To provide services to clients and to assist team and the customer with there needs and to escalate to the relevant department
- Aug 2015 - Aug 2016** **Customer support representatives**
IBEX Global, Karachi, Pakistan
To provide with best customer service experience and to take care of customers concern

May 2010 - May 2011

CSR/TSR

Ensign Comminuque, Karachi, Pakistan

May 2009 - May 2010

TSR

E-data solution Out bound canadian call center, Karachi, Pakistan

Education

2013

Intermediate Board Karachi

Intermediate/A-Level , Higher Secondary school Certificate
Commerce
Percentage: 64%

2009

Board Of Secondary Education Karachi

Matriculation/O-Level , Matriculation in Computer Sciences
Science
Percentage: 75%

Languages

Chinese
Beginner

Urdu
Intermediate

Hindi
Expert

English
Expert

Arabic
Intermediate