



MOHSIN SABIR

EXPERIENCE

Jan 2023 – Jun 2023

Customer Support Representative • Mindbridge PVT. LTD.

- Handling customers of foodpanda from Singapore, Malaysia, Thailand and Philippines.
- Reporting any errors or glitches in the system to the higher management so they can rectify it.
- Answering customer's queries and updating customers about their order status. Modifying customers order like changing their preorder time, changing their order address and expedition type if system allows.
- Contacting rider or restaurant if needed depending upon the request of customers like to pass any cooking or delivery instructions.
- Fulfilling the criteria of KPIs given by the company.
- Processing refunds and compensation vouchers.
- Dealing customers according to the given SOPs.

Aug 2021 – Nov 2022

Retail Sales Executive • Leopard Courier Services

- Booking shipments local and international by RMS (Retail Management System) software.
- Answering customers queries related to our services.
- Making sure to have adequate stock of stationery, boxes and flyers all the time.
- Achieving sales targets given by the company. Upselling and Cross-selling services of the company.
- Handling cash given by the customers.
- Handing over the shipments and cash to the mail man in a safely manner.
- Preparing daily sales report on excel after closing.
- Forwarding customers complaints to customer service department.

EDUCATION

University of Lahore

- Bachelor of Science in Aircraft Maintenance Technology, 2021

LANGUAGES

English: Professional Proficiency
Urdu / Hindi: Native Proficiency



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OBJECTIVE

More than one year experience as a retail sales executive at leopard's courier service. Six months experience as a customer support representative. Want to enhance my communication, interpersonal and organizational skills in a multicultural organization that can utilize my qualification skills and potential.