



Muhammad Shahzad

Business Administration Graduate

Innovative problem-solver fueled by curiosity, Self-motivated professional offering over 3 years of working experience in sales/customer service and in the field of accounts. Dedicated to turning challenges into opportunities and committed to pushing boundaries for transformative outcomes in a multicultural environment.

Contact

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Address

Abu Dhabi (Mussafah Shabiya)

Education

2019-2023

BBA Finance

NUML, Islamabad 2019-2023

2016-2018

Intermediate in Commerce

FG Model College for Boys
Islamabad

Expertise

- Cash Handling
- Customer Support
- Accounts Management
- Ms Excel
- Records Maintenance
- Book Keeping
- Cold Calling
- Complaint Handling

Language

English

Urdu

Arabic

Experience

○ 2020 - 2022

Customer Services Representative

WORK Telemarketing

- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Promoted company brand and unique offerings through personalized customer service.
- Maintained customer satisfaction while addressing customer needs and resolving concerns
- Assisted call-in customers with questions and orders.
- Responded to customer calls and emails to answer questions about products and services.
- Processed customer service orders promptly to increase customer satisfaction.
- Opening or closing tasks to facilitate smooth team operations.

○ 5/2023- 11/2023

Muslim Commercial Bank LTD-Islamabad

Management Trainee Officer(MTO)

- Processing customer transactions accurately and efficiently.
- Provided technical operational support and issued problem resolution for all assigned systems.
- Perform daily transactions deposits, withdrawals, transfers and money orders accurately.
- Ensured speedy resolution of all customer complaints in an appropriate manner.

○ 5/2022- 12/2022

Pakistan Services Limited

Accounts Executive

- Maintained day-to-day petty cash of the company.
- Created Financial Statements Including Journal and Ledger Accounts Income Statements.
- Income Record Keeping of day-to-day transactions.
- Maintained Invoices and sorted them.
- Created cheques for credit purchases and Reconciled bank Accounts.
- Used Accounting Softwares FX Finance & IDS.