



Faizan Ahmed

CUSTOMER SUPPORT AND
DISPATCHER

Details

Islamabad

Pakistan

+923045425251

faizanahmedsulehri@gmail.com

DATE OF BIRTH

11 December, 1998

Skills

Ability to Work in a Team

Dispatching

Customer Service

Effective Communication

Microsoft Excel

Punctual

iCabbi Management

Calls Monitoring

Languages

English

Urdu

Hobbies

Video Games

Cricket

Football

Music

Volunteering (For cleaning purposes)

Profile

- Efficient Dispatcher with substantial experience of over 3 years in managing fleet and personnel operations. Proven track record of effectively coordinating with staff and resources for seamless communication. Strong problem-solving skills and delivered exceptional customer support through clear communication, active listening, and empathy while navigating challenging situations. Fully motivated, responsible and keen to gain more experience.

Employment History

Taxi Dispatcher, Alliance Yellow Cabs

OCTOBER 2020 – DECEMBER 2021

- Scheduled and dispatched over 100 daily roadside assistance calls based on caller locations and available employees.
- Provided excellent service and attention to customers through phone conversations.
- Reported delays, accidents or other traffic and transportation situations.
- Managed multiple phone lines, efficiently handling incoming calls and addressing inquiries about fares and availability.

Dispatcher/Team lead, Smart Connect Communications PVT LTD, Rawalpindi

JANUARY 2022 – PRESENT

- Managed the dispatch and calls for a Taxi Firm based in the United Kingdom, Sheffield named as A1 Sheffield Taxis.
- Trained over more than 10 employees on accurate trialing and dispatching procedures while personally handling 100 plus daily calls.
- Optimized route planning for drivers, reducing fuel costs and improving overall efficiency.
- Reduced wait times for customers by effectively allocating taxi resources in high-demand areas.
- Managed high volume of emails daily, ensuring timely responses and resolution of issues.
- Utilized software (iCabbi) proficiently to maintain organized records of all interactions with clients.
- Managed customer accounts and invoicing.
- Communicated with customers to provide time updates and resolutions.

Education

ACCA (In Progress), SKANS, Islamabad

Higher Secondary School, Pre-Engineering, Islamabad Model College F-8/4

Matriculation, Islamabad Model School F-8/3