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|  | **RESUME**   |  |  | | --- | --- | | **Bilal Ahmed**  CPR No: 890177929  Date of birth 20th Feb 1989  Building 968, Road 1315, Block 733 Riffa Bukawarah, Bahrain.  Cell No : 33714192  Email: bilal.ahmed8989@gmail.com |  |   **SUMMARY**  Seeking a position that will offer the opportunity to apply problem solving and leadership skills able to work well as an individual and as part of team. I am capable of handling pressure and seek to work in an environment with the right kind of pressure to allow the full development of already learned skills  **EXPERIENCE**  **SUPERVISIOR AT DAR AL YAQEEN PRINTING STATIONARY**  Riffa Bukawarah, Bahrain ----March 2015--- to Date  **Duties**   * Ordering Stationary * Leading the staff. * Keep everything up to date. * Checking Accounts Statements.   Etc.  **Express Mobile Samsung Dealers**  Islamabad, Pakistan ---8 Months only  **Duties**   * Dealing with customer and consumers. * Selling products. * Easyload     **BILLING ASSISTANT, SNGPL**  **Sui Northern Gas Pipelines Limited**  Islamabad, Pakistan — Feb 2011 – March 2013  **Duties**   * Produces accurate billing statements in a timely manner and prepares them for mailing. * Processing the billing calculations needed to produce the statements. * Operating and coordinating in order to obtain accurate meter readings and other information from the field which is required to produce accurate and timely records for the billing department. * Operating and coordinating in order to assist the collections coordinator with processing the disconnections for gas services that are associated with delinquent accounts, and in order to assist the collections coordinator with the processing and collection of payment agreement.   **CRO, WHUC 2014**  Islamabad, Pakistan — Jun 2013 – Feb 2014    The Hajj People team is qualified professionals with a wealth of knowledge and experience within this sector. Having worked for some of the industry's largest organizations such as TNS Global, UBM Plc, Islamic Tourism Magazine and Saudi Arabian Airlines, our team understands your business needs and knows how to meet them.  **Accomplishments**   * Attracts potential customers by answering product and service questions; suggesting information about other products and services. * Providing help and advice to customers using your organization's products or services * Communicating courteously with customers by telephone, email, letter and face to face. * Keeping accurate records of discussions or correspondence with customers. * Being involved in staff recruitment and appraisals.   **CSR, ORT TECH**  Rawalpindi, Pakistan — Aug 2014 – Dec 2014  24hours active call center, always ready to answer phones to respond to orders, general customer inquiries, invoice questions, and customer complaints. Project a professional company image through phone interaction.  **Primary Responsibilities**   * Answer phones and respond to customer requests. * Sell product and place customer orders in computer system. * Provide customers with product and service information. * Upsell products and services. * Transfer customer calls to appropriate staff. * Identify, research, and resolve customer issues using the computer system. * Follow-up on customer inquiries not immediately resolved. * Complete call logs and reports. * Research billing issues. * Research misapplied payments. * Recognize, document and alert the supervisor of trends in customer calls. * Recommend process improvements. * Other duties as assigned.   **EDUCATION**  **B.Com** - Bachelor in Commerce 2012 University of the Punjab, Pakistan. **Inter** – Commerce 2009 [F.G College of Commerce](https://www.facebook.com/pages/Federal-Government-College-of-Commerce-H-84-Islamabad/144005938995013) Islamabad. **SKILLS**   * Ability to communicate with people at all levels. * Strong negotiation skills and able to work own your own initiative and as part of a team. * Having good command on Microsoft Office Suite software's and performing basic Internet searches, using email, etc. * Ability to speak, read, writes and communicate in english language fluently.   **REFERENCES**  Available upon request. |