



Muhammad Waqas

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ABOUT ME

I have an adequate experience in the field of "Customer Service" spanning over 3 years within aviation and over 4 years in different positions with some renowned organizations leading to my personality, Skills & Professional grooming. I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative.

WORK EXPERIENCE

Customer Services Executive

Advance International Hospital [06/2021 – 08/2022]

City: Islamabad

Country: Pakistan

- 📋 Answer high-volume inbound customer calls via an automatic phone system.
- 📋 Give Doctors appointment to Patients.
- 📋 Give Magnetic resonance imaging (MRI) appointment and also given details charges of MRI.
- 📋 Guide Properly MRI Procedure and Other Blood Tests.
- 📋 Communicate effectively and professionally with Patients, Teammates and Health professional.
- 📋 Utilize resources to troubleshoot and resolve patient queries/Issues.
- 📋 Greeting customers in a friendly, professional manner using the suggested script.

Customer Service Executive

PIA Pakistan International Airlines [05/2019 – 10/2020]

City: Islamabad

Country: Pakistan

- 📋 Greet and provide outstanding service to all customers.
- 📋 Answer telephone to provide information, resolve problems or complaints, and assist as needed.
- 📋 Guiding Passengers about airline policy in different scenarios.
- 📋 Making online itinerary reservation and providing travel adjustments.
- 📋 Maintain service level and adherences.
- 📋 Coordinating with the supervisors and other departmental staff.
- 📋 Communicate to customers when a flight has been delayed or cancelled and work to re accommodate them according to company policy.

Tele Marketing Representative

Sybrid Pvt Ltd [11/2018 – 04/2019]

City: Islamabad

Country: Pakistan

- Working on different outbound projects of Mortgage, Final expenses, Auto insurance & Auto life insurance.
- Achieving daily and monthly sale targets.
- Maintain service levels and sops of a sale call.

Weigh Bridge Operator and Data Entry

ZKB Engineer and Constructor [01/2017 – 09/2018]

City: Lahore

Country: Pakistan

- Weighing & recording incoming raw material Working on SAP (software used in construction companies) for updating the daily received raw material.
- Generating monthly reports for the quantity of raw material received and forwarded to different sites for construction requirements.

Water Plant Operator

Otsuka Pharmaceutical [08/2014 – 04/2016]

City: Karachi

Country: Pakistan

- Maintaining the different levels of temperatures of the plant to ensure the quality of purified water.
- Generating the report of daily purified water quantity to the production department.
- Adherence to the safety policy of the plant site.

EDUCATION AND TRAINING

Bachelors of Arts (B.A)

Allama Iqbal Open University [2020 – 2022]

Address: 2 Ashfaq Ahmed Rd, H-8/2 H 8/2 H-8, Islamabad Capital Territory, 44000 Islamabad (Pakistan)

<https://aiou.edu.pk/>

Diploma of Associate Engineer in Electrical Technology

Khyber Pakhtunkhwa Board of Technical Education Peshawar [2011 – 2014]

Address: Plote No. 22 Sector B-1, Phase-V Hayatabad, Peshawar, Khyber Pakhtunkhwa, 25000

Peshawar (Pakistan)

www.kpbte.edu.pk

Secondary School Certificate in Science (SSC)

Board of Intermediate and Secondary Education Mardan

Address: Nowshera Road, Sharif Abad, Mardan, Khyber Pakhtunkhwa, 78146 Mardan (Pakistan)

www.bisemdn.edu.pk

Microsoft Office
Skill Development Council

Address: Peshawar (Pakistan)

LANGUAGE SKILLS

Mother tongue(s): **Pashto**

Other language(s):

Urdu

LISTENING B2 READING B2 WRITING B2

SPOKEN PRODUCTION B2

SPOKEN INTERACTION B2

English

LISTENING B2 READING B2 WRITING B2

SPOKEN PRODUCTION B2

SPOKEN INTERACTION B2

DIGITAL SKILLS

My Digital Skills

Microsoft office / Experiences on Windows and Mac OS platform / General PC Troubleshooting, OS Installation / Typing Skills

HOBBIES AND INTERESTS

Bike Riding

Traveling

Cricket

Listening Music

CORE COMPETENCIES

Customer Services

Client Relations

Communication Skills

Time Management

Integrity

PASSPORT AND VISA DETAIL

Passport #: BJ6311892

Visa Type: Visit/Tourism