**Mohammad Tariq**

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Pakistan

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***OBJECTIVE***

To remain embarked on the challenging career-path of business administration in environment where experience can be leveraged, used and enhanced to increment knowledge, and complement the analytical and implementation skills in organizations focused on an adding value to the business.

***EDUCATION***

* ***MBA (Masters of Business Administration)*** from Iqra University, Karachi. (Continued)
* ***BS-BBA-H (Bachelor of Business Administration)*** from Iqra University, Karachi. 2018
* ***CS (Certificate in Information Technology)*** from Korean Computer Academy. (2014)
* ***Intermediate*** from Army Public College Karachi, (Pre-Engineering). 2013
* ***Matriculation*** from Guardian House Public School Karachi, (Science Group), 2010

**BBA-H THESIS:**

1. Impact of emotional/Humorous advertisement on consumer buying behavior.
2. Business to business e-procurement, success factors and challenges to implementation in (any country).

***WORK EXPERIENCE***

* Still working**; Business Development Executive at MDK CORPORATION (2019-2020)**
* **Customer Service Officer at ICM JAPAN,** since March 2017

**Job Role:**

1. Open and maintain customer accounts by recording account information.  
2. Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution.  
3. Maintain financial accounts by processing customer adjustments.  
4. Prepare product or service reports by collecting and analyzing customer information.  
5. Contribute to team effort by accomplishing related results as needed.

6. Communicate company information.  
7. Manage large amounts of incoming calls

8. Generate sales leads.

9. Identify and assess customers’ needs to achieve satisfaction.

10. Build sustainable relationships of trust through open and interactive communication.

11. Provide accurate, valid and complete information by using the right methods or tools.

12. Meet personal/team sales targets and call handling quotas.

13. Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.

14. Keep records of customer interactions, process customer accounts and file documents

15. Follow communication procedures, guidelines and policies

16. Resolve customer complaints via phone, email, mail or social media.

17. Cancel or upgrade accounts.

19. Utilize computer technology to handle high call volumes.

20. Work with customer service manager to ensure proper customer service is being delivered.

21. Compile reports on overall customer satisfaction.

22. Read from scripts.

23. Handle changes in policies or renewals.

* **Quality Assurance Executive at ICM JAPAN (2015-2017)**

**Job Rule:**

1. Determining, negotiating and agreeing on in-house quality procedures, standards and specifications.

2. Assessing customer requirements and ensuring that these are met.

3. Setting customer service standards.

4. Working with operating staff to establish procedures, standards, systems and procedures.

5. Writing management and technical reports and customers’ charters.

6. Acting as a catalyst for change and improvement in performance and quality.

7. Directing objectives to maximize profitability.

8. Recording, analyzing and distributing statistical information.

9. Monitoring performance of sales team.

***PERSONAL ABILITY***

* Capable of working in bilingual environment
* Leadership Quality
* Ambitious, hardworking, energetic and well discipline
* Ability to read, writes, speak and understand English language.
* Good knowledge of working on the internet
* Confident and neutral Accent of English
* Initiative
* Management and organizational skills
* Willingness to learn
* Problem Solving
* Team Work
* Conscientious
* Self-Starter

***SKILLS:***

* Interpersonal skills
* English writing and Speaking
* Report writing or Content Writing
* Negotiation and communication skills
* Computer Skills:
  + Internet & Email
  + Complete Sound Knowledge of Microsoft-Word, Excel, and PowerPoint.
  + Analytics
  + Social Media
  + Spreadsheets
  + Email Communication
  + Marketing Automation
  + Data Visualization
  + Operating systems (Windows and MacOS)
  + SPSS
  + XML Database Management Systems

***SPECIALIZATION AND WORKSHOP ATTENDED***

* Attended **MARKETING WORKSHOP** Organized by Iqra University. 2017
* Attended **MANAGEMENT BY OBJECTIVE** (MBO) Training organized by Iqra University. 2016
* Attended **ENTERPRENUERSHIP** Seminar organized by Iqra University. 2016
* Attended 3days **LEADERSHIP TRAINING** organized by Liaqaut College of management and sciences 2014.
* Attended 7days **YOUTH EMPOWERMENT** Camp organized by Pakistan Guide 2013
* Attended 3days **TEACHING TRAINING** organized by REC 2013
* Attended 5days **ECD TRAINING** organized by REC 2013

**SPECIALIZATION:**

* Finance and Banking
* English Language (American Language Centre)

***PERSONAL INFORMATION***

* Religion : Islam
* Nationality : Pakistani
* Language : English, Urdu, Saraiki.

***REFERNCES***

* Will be furnish as per requirement