



## Akbar Mohammad Shahzad

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**Objectives:** My objective is to leverage my experience while continuing to be challenged. I have 7 years of experience working for service providers delivering marketing intelligence products and services. My background in Sales, HR assistance, Customer Care and Technical Process Management Represent a unique combination of disciplines. Personally, I have the drive and determination to consistently achieve success as a leader in all of the organizations that I have worked with in the past.

### Education

<u>Year</u>	<u>Course/ Institute</u>
2009	Networking Plus (N+) Certification from National Institute of Technology. Bahrain
2010	"O" Levels (Cambridge International Examinations) From the Gulf Academy
2011-2012	"AS" level CIE (Cambridge International Examinations) From the Gulf Academy - Bahrain
2012 - 2016	Graduate Diploma Certifications –ICM (U.K) From the Gulf Academy - Bahrain

### Professional Trainings:

- Cold-Calling and Tele-Sales Training from Citibank (Bahrain)
- Training and Written Exam for American Life *Insurance (ALICO)* from Citibank (Seef-District, Bahrain)
- Tele sales Training from VIVA Bahrain.
- Customer care training for VIVA Bahrain
- Complaints & escalation Handling Training from VIVA Bahrain.

### Computer knowledge:

- Microsoft word, fast computer typing, Internet, application and letter typing. Basics of networking theory, concepts and networking methods
- Basic network skills, including networking PCs and troubleshooting

### Professional Experience:

**I) Super Trading and Construction W.L.L. March 2011 – February 2012**  
Trading | Maintenances | construction | Cleaning

Designation - Sales & Marketing Representative

**II) Citibank Main Branch (Seef District) Kingdom of Bahrain**

Designation - Direct Sales Executive

Department - Credit Card & Loan – Sales

**III) Pasta Express Restaurant, Bahrain. November 2012 - October 2013**

Department – Human Resource and Call-Center

Position - Supervisor

**IV) Viva Telecommunication S.P.C-Bahrain December 2013 - October 2016**

Designation - Senior Customer Care Representative

Department – Complaints & Escalation - Contact center

Responsibilities include, but are not limited to, performing and coordinating a variety of contact center duties and tasks for the Manager, and other departments Facilitate, solve, interact and provide a high level of customer service that would exceed customer expectations as well meeting the departmental goals. Evaluate customer concerns and resolve problems towards customer satisfaction.

- Greet customers in a courteous, friendly and professional manner.
- Secure customer satisfaction in every interaction in a professional manner.
- Stay updated on products, services, promotions, procedures and terminology for all VIVA touch points and third-party services.
- Suggest sales to customers by introducing products (especially new products).
- Own and manage the customer relationship, resolving calls in an efficient and timely manner.
- Fulfill individual and team-based performance parameters (KPIs).
- Full utilization of all system functionalities.
- Contribute to a continuous maintenance and optimization of processes and procedures.

**V) Super Future Business Support Services Co. W.L.L -BAHRAIN. November 2016 – Till Date company formation – Document Clearance – HR assistance**

Department – HR

Position – Senior Administrator

Responsibilities include, but are not limited to, performing and coordinating a variety of administrative duties and tasks for the Manager, and other departments:

- Consultancy on Company Incorporation Procedures.
- Documentation, Legalization and approval necessary for the Incorporation in Bahrain.
- A-Z documentation, submission and approvals.
- All work related to LMRA Affairs, NPRA (immigration) Affairs, SIO Affairs: Branch Addition/Deletion, Company Liquidation, Change Name, Change Address, Change Financial year, Partner Addition/Deletion Activity Addition/Deletion, Trade name



reservation & getting the Activity approval. Visa Application Visa Termination Offense  
Removal application, Visa Renewal

**Professional skills:**

- Motivating people in the work place.
- File Management and coordination on colleagues.
- Strong communication skills and able to work under pressure
- Good communication skills
- Very strong at organizing and planning task to be achieved.
- Versatile as a result of which can learn a new task quickly.
- Hardworking and patient.
- Creative and efficient.

**Personal Details:**

Nationality: Pakistani

Languages: Fluent in English, Hindi, Urdu and Basic of Arabic

Date of Birth: 21/03/1989

**Valid GCC Driving License with my own Car.**

I hereby declare that the above-furnished details are true to the best of my knowledge.

**REFERENCES:** Available on request

Yours sincerely

Akbar Mohammad Shahzad

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