

Syed Talha Zain Ul Abidin

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Academic Qualification

2016 – 2020	Bachelor of Business Administration (BBA)	Iqra University
2012 – 2014	Intermediate (Pre-medical)	Modernage Public School & College
2010 – 2012	Matric (Science)	Pakistan International School & College

Projects

- Evaluated SCM of M.JAFFERJEE's.
- Operational analysis of Atlas Honda limited.
- Made a TVC for a product in Marketing Management.
- Done job analysis at PAK-LYBIA Holding Company.

Work Experience

CRYSTALLITE PAKISTAN PVT LIMITED Executive Chat Support Nov 2023- Mar 2024

- Learned engaging visitors on chat who lands on Website through PPC campaign.
- Generating leads through chats and transfer it to relevant sales department for conversion.
- Providing customer service, addressing client inquiries and concerns regarding brand services to ensure satisfaction and loyalty.
- Maintained accurate records of visitor details, including contact information, geographical data, and Google Click ID, utilizing MS Excel for efficient data management.
- Monitoring the brand's website page speed, ensuring optimal performance and user accessibility.
- Learned SEO and performed Off-Page SEO tasks.

BANKISLAMI PAKISTAN LIMITED CAD Officer level 2 Sep 2021 - May 2022

- Releasing payment cheques after car lease case approval.
- Providing smooth backend office operations.
- Accepting original invoices from respective car dealers.
- Sending invoices to Excise department for auto registration.
- Maintaining important data on MIS regarding cheques, invoices and complete vehicle return file.

JAN SHINWARI RESTAURANT Manager Sep 2016 - Nov 2018

- Recruiting, training and supervising staff.
- Planning menus and managing budgets along with overseeing stock levels.
- Ordering the required supplies.
- Taking feedback from customers to improve our services.

SAZY COMMUNICATION ZONG Customer Service Representative Jan 2016 - July 2016

- Facilitating customers in terms of resolving their issues regarding the network.
- Issuance of Zong Products to Retail Sales Officers.
- Assist customers with using products and services, providing step-by-step instructions when necessary.
- Recommending products or services based on customer needs.
- Conduct regular inventory audits to ensure accuracy and identify discrepancies.
- Maintain sales and Inventory records.

Skills

- Leadership
- Document controlling
- Communication skills
- Adaptability
- Research Skills
- Time Management
- MS Office
- Technical & Analytical Skills
- Team player

Field Of Interest

Marketing & Sales

Customer Service & Relation.
