

Jawad hussain Dhillow

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Experienced administrator with excellent leadership skills. Successfully managed day-to-day operations and grew the business. Good at problem-solving and team management

Willing to relocate: Anywhere

Work Experience

Trainer | Customer Service Representative Training

Call Cafe-Karachi

October 2024 to Present

- Designed and delivered comprehensive training programs for new hires, equipping them with essential product knowledge, communication skills, and customer service best practices.
- Conducted virtual and in-person training sessions, ensuring consistency in onboarding across multiple teams.
- Developed and maintained training materials, including manuals, presentations, and e-learning modules, ensuring up-to-date and relevant content for CSRs.
- Assessed CSR performance through role-playing exercises, quizzes, and live call evaluations to gauge proficiency and provide constructive feedback.
- Provided ongoing coaching and mentorship to ensure continuous improvement, reducing performance gaps and enhancing overall customer satisfaction.
- Tracked and reported trainee progress to senior management, identifying areas for further development and recommending tailored training solutions.
- Led refresher courses to ensure that experienced CSRs stayed current with new company products, services, and customer service strategies.
- Collaborated with the HR department to refine onboarding processes, improving the integration of new team members into the company culture and workflows.

CSR

Call Cafe-Karachi

May 2024 to Present

A customer service representative (CSR) is a frontline employee who interacts with customers to address their questions, concerns, and complaints. They also provide solutions that fit those individualized situations and prioritize the customers' needs at each step of the process. They may do this using a variety of channels, including phone, chat, email and social media.

Supervisor and Management

Yaseen Engineering & Construction-Karachi

October 2017 to Present

The roles and responsibilities of a supervisor may be slightly different from a project to another, but a general roles and responsibilities of supervisor are nearly the same which are presented below:

- Planning and managing.
- Manage daily jobsite operations.
- Provide required equipments and building materials.
- Coordinating sub contractors, consultant, and vendors.

- Quality, timeline, and budget.
- Manage health, safety, and legal issues of labour.

Admin and Management

YASEEN AUTOS AND SHOWPARTS-Karachi

February 2017 to May 2024

- Inspect parts and understand customer's description of errors to determine the needed replacement parts.
- Provide advice on how to substitute or modify parts when identical replacements are unavailable.
- Maintain and manage inventory of auto parts.
- Develop internal and external customer relationship.

Admin and Management

GEMINI MOTORCYCLE REPAIRS CORNER-Abu Dhabi

April 2012 to October 2016

- Sales and customer service skills if working with the general public.
- Strong written and verbal communication skills.
- Mathematical skills to help manage the inventory, pricing and estimates.
- Problem-solving skills to deal with parts inventory issues.
- Ability to work in a fast-paced and sometimes loud environment.
- Leadership skills to keep the parts department running smoothly.

Sales Executive

GEMINI TRADING L.L.C-ABUDHABI

January 2006 to March 2012

- Responsible for customer service and retail sales at store.
- Gathering information from customers about issues with their electrical system.
- Maintaining a clean working environment.
- Completing job reports and processing paperwork.

Education

B.com

Shah Abdul Latif University - Khairpur

November 2024 to Present

Secondary School in Pre-Engineering

Govt. Superior Science College - Karachi

April 2002 to August 2004

High school diploma in Computer Science

C.A.A model school 1 - Karachi

April 2000 to July 2002

Skills

- Budgeting
- Marketing
- Negotiation
- Construction supervision (7 years)

Languages

- Arabic - Fluent
- English - Intermediate
- Urdu - Native
- Punjabi - Native

Certifications and Licenses

Driving license pakistan

August 2005 to Present

Motorcycle, Motor car

Driving license U.A.E

2013 to 2023

Motorcycle, Motor car

Additional Information

- P.R.O SERVICES IN U.A.E
- MOTORCYCLE SPECIALIST
- DRIVING EXPERIENCE +10YEARS
- GENERAL MAINTENANCE
- CONSTRUCTIVE WORK
- WELDING
- JIG MIG WELDING
- TORCH WELDING
- HOUSE MAINTENANCE