

# Muhammad Ahtisham Faisal

## Professional Summary

Experienced and performance-driven professional with progressive experience across customer service, team leadership, and operations. Demonstrated ability to lead teams, optimize processes, and deliver high-quality service.

## Skills

- Recruitment & Onboarding
- Customer Relationship Management
- Administrative & Operational Support

## Work Experience

### Team Lead – Jubilee Life Insurance | Gujrat

- Led and supervised sales team operations to achieve assigned business targets
- Conducted performance evaluations, coaching, and team development initiatives
- Implemented structured monitoring systems to improve productivity and accountability

### Customer Relation Officer – Telenor Franchise | Phalia

- Managed customer inquiries, issue resolution, and service escalations
- Strengthened customer retention through relationship management strategies
- Maintained high service quality standards and operational compliance

### Customer Support Executive – Mindbridge Pvt. Ltd. | Lahore

- Handled customer communications and service requests across multiple channels
- Ensured professional service delivery aligned with company performance metrics

### Driver – EUA Fina Drinking Water Company (April 2025 – August 2025)

- Safely transported passengers to assigned destinations in a timely manner
- Maintained high standards of customer service and professionalism
- Ensured vehicle cleanliness, regular maintenance, and compliance with safety regulations
- Planned efficient routes to minimize travel time and fuel consumption
- Handled passenger queries and provided a comfortable travel experience

### Data Entry Operator – Bashir Begum Hospital | Punjab

- Maintained confidential records and ensured data integrity
- Improved documentation accuracy and administrative efficiency

## Education

- Certificate in Office Management – Scholar Computer College
- Intermediate in Commerce – Punjab Group of Colleges

## Languages

- English: Fluent
- Urdu: Native
- Hindi: Professional Proficiency