

# Mateen Ahmad

## Customer support & Sales Expert

Sales Maverick with a Twist: More than 3 years crafting success in customer sales/support, nurturing relationships, and amplifying visibility. Ready to unleash my magic on your team!

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Lahore, Pakistan

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mughal-950a53277

## EDUCATION

### Fsc Pre engineering

Government College Civil Lines, Lahore

09/2018

- 09/2020

Lahore, Pakistan

## WORK EXPERIENCE

### Chat support executive Revolut (Mindbridge)

10/2023- present

Online banking application

Achievements/Tasks

Guide user on Payroll, Integrations(Xero,Quickbooks etc) , Card reader, Merchant Api, Revolut POS, Expense Management and other features, Provide full assistance on merchant account, opening and closing the merchant account, feedback collection,Track and Analyze Results.

Lahore, Pakistan

### Customer Sales representative Warrior solution

07/2023 -10/2023

Internet Application

Achievements/Tasks

Inbound calls handling, B2B & B2C Sales, Customer Support via Call, Assisted business customers and retail. Guide on internet plans and risk management,Track and analyze results

Lahore, Pakistan

### Customer Care Representative Talabat.com(Mindbridge)

06/2022 - 07/2023

Food delivery app

Achievements/Tasks

Live Chat and call support, Customer Care, Order taking, Refund and Return Management, Feedback Collection, Handle Complaints, Give protocol to Vip Customers

Lahore, Pakistan

### Quality Assurance Executive Atlantic, Spark & Mega Energy(Itech power solution)

03/2021 - 06/2022

Energy services

Achievements/Tasks

Live Calls listening, Review the Call Quality, Feedback Collection , Guide Agents on mistakes, Provide training

Lahore, Pakistan

### Customer Sales Representative Atlantic, Spark and Mega Energy(Itech power solution)

8/2020 -3/2021

Energy Services

Achievements/tasks

Outbound and inbound calls handling, B2B and B2C sales, Lead Generation, Customer Outreach, Product Presentation, Customized Solution, Proposal Creation

Lahore, Pakistan

## TOOLS & Skills

B2C Sales Salesforce B2B sales

MS Word MsExcel Vita Canva Ms

PowerPoint. Chat tools

Backoffice Customer support

## PERSONAL SKILLS

Effective Leadership, Team Player, Punctual, Creative, Flexible, Reliable, Problem solver, Fast learner

## Awards

Best Customer satisfaction of October & November Month.

-- Awarded by Talabat.com.

Best Quality Score of Month

-- Awarded by Spark energy

and Talabat

## LANGUAGES

English

Full Professional Proficiency

Urdu

Full Professional Proficiency

## INTERESTS

History

Fitness

Travel

Computer

Photography