



Abdul Basit

Customer Support Executive

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🏠 Profile

Enthusiastic Customer Support Specialist with 7+ years of experience in different industries, providing exceptional customer experiences. Extensive proficiency in CRM and support ticketing systems with a solid technical background. Recognized for leadership skills and a passion for delivering world-class customer service.

📁 Professional Experience

Senior Customer Support Executive

September 2022 – July 2024 | Karachi, Pakistan

HomeDone UK

- **Email Management:** Managed and responded to a high volume of customer emails, addressing inquiries, concerns, and feedback promptly and professionally.
- **Order Processing:** Accurately handled order tracking, modifications, and ensured timely delivery of customer products.
- **Call Support:** Delivered friendly and informative phone assistance, providing solutions and maintaining strong phone etiquette.
- **Refund Management:** Managed refund requests with fairness and efficiency, ensuring adherence to company policies for prompt reimbursements.
- **Customer Service:** Consistently exceeded customer expectations through outstanding service, contributing to customer satisfaction and loyalty.
- **Customer Handling and Negotiation:** Effectively handled challenging customer interactions using strong negotiation skills to resolve issues and enhance customer retention.
- **Seller Communication:** Facilitated communication between the company and sellers, resolving disputes and ensuring smooth business relationships.

Skills and Competencies: Strong interpersonal skills, problem-solving, customer-centric approach, clear communication, retail industry expertise.

Focus: Enhancing customer satisfaction and contributing to organizational success.

Senior Sales Representative L2

August 2017 – September 2022

Basecamp Data Solutions (ReBiz)

Hyderabad, Pakistan

- **Ticket Management:** Managed and resolved customer inquiries and problems through a ticketing system, covering technical issues and general product or service questions.
- **Customer Query Handling:** Provided prompt, accurate responses to customer questions and concerns, ensuring satisfaction through effective and empathetic communication.
- **Priority Issue Resolution:** Evaluated and prioritized customer issues, ensuring timely resolution of critical problems by managing resources and employing problem-solving skills.
- **Technical Troubleshooting:** Diagnosed and troubleshooted technical problems, guiding customers through solutions or escalating to specialized teams when necessary.
- **US Team Collaboration:** Communicated with the US team to exchange insights and updates, facilitating faster and more effective resolution of customer issues.
- **SLA Maintenance:** Ensured consistent adherence to Service Level Agreements (SLAs) for response and resolution times, demonstrating commitment to timely support.
- **Internal Team Coordination:** Acted as a liaison between customers and internal teams, keeping all parties informed and collaborating to resolve issues efficiently.

Skills and Competencies: Technical troubleshooting, resource management, effective communication, SLA maintenance, customer-centric approach.

Focus: Addressing customer issues, maintaining communication channels, and ensuring satisfaction while meeting SLAs.

IT Incharge

2011 – 2016 | Hyderabad, Pakistan

DR. Farid Ahmed and Company (Distributors)

The responsibilities as IT Incharge were following:

- Managing the team of 5 people
- Sending Reports in timely manner
- Maintaining record of all the data
- Matching sales and GR by E.O.D
- Taking server backup
- Debugging and creating server if any error shows up

Computer Operator

2010 – 2010 | Hyderabad, Pakistan

New International Karwan-e-Arafat (Travel agency)

The responsibilities as Computer Operator were following:

- Creating tickets
- Checking fares and selecting required airline
- Printing tickets and deliver to the customer

DEO (Data Entry Operator)

2009 – 2009 | Hyderabad, Pakistan

TCS Couriers

The responsibilities as DEO were following:

- Scanning and Entering correct Bar-codes in the System
- Generate report at the E.O.D

 **Education**

SSC/Matriculation(Science)

Hyderabad, Pakistan

F.B.I.S.E Islamabad

HSSC/Intermediate(PreEngineering)

Hyderabad, Pakistan

B.I.S.E Hyderabad

B.comGraduation

Hyderabad, Pakistan

University Of Sindh

 **Skills**

MS Office

MS Excel, MS Word, MS PPT

Google Application

Used all of the Google application professionally

Zoho Projects

Created tasks for relevant ticket for internal team professionally at Basecamp using Zoho Projects

Shopify

Product upload, Redirects creation, Website transferring

System Operation

All Window operating systems, Oracle, Galileo

Magento

Searching and updating listings and pull required information from the backend

FreshDesk

Handling Tickets and Operated Professionally at Basecamp

Support

Email, Chat Support and Call Support

Thunderbird

Creating tags, templates and much more

Zoho Desk

Handling Tickets and Operation professionally at Basecamp

Wrike

Created tasks for relevant ticket for internal team professionally at Basecamp using Wrike