

Bilal Javed Applicant

Dear Hiring Manager,

I am a freelance PA / VA working from my home office. I have over 7 years experience as a Virtual Assistant and have worked for a number of high profile organizations of US and Canada. I offer traditional PA / VA services such as presentation creation, word processing, data entry, live chat, lead generation, customer care and phone support. I have extensive experience with high profile individuals and specialist in the virtual industries. I enjoy assisting people from all walks of life and have experience working with start-ups and sole traders.

As a fully freelance professional and not someone looking to substitute my income you can rest assured of my reliability and ability to turn around all work in a timely manner.

I have worked for different companies and have office customer service, live chat, email support, sales and recruitment experience. Examples of some companies that I have worked for prior to going freelance are the Ready Chat, Long and Foster, Her Realtors, Time Warner Cable and At&t (more than 30 clients). I have experience of working on MS Word, Excel, Power Point, MS Access, Slack, Gmail, Desktops and Mac.

I am highly experienced and understand the need for client confidentiality. I have done BBA (Marketing) also have a certificate of (logic and critical thinking). Please feel free to contact me via email.

Sincerely,

Bilal Javed.

Bilal Javed

Current location: Karachi, Pakistan

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Profile Summary:

(Customer care, live chat, email support and lead generation is my thing that I've got 7 years of experience in. Did BBA (Marketing). 7 years of experience gave me different skills. Multitasking, computer skills, response time chat/email, chat quality and formal communications are few of them. I'll bring positive customer experience to make them attached to the brand.

Core Competencies:

- Customer Service
- Lead Generation
- Live Chat
- Email Support
- Data Entry

Career Experience:

Customer Service Representative

Cenitinc

Duration: From (Jan – 2016) to (Feb - 2019)

I had to interact with customers through live chat, email and inbound calls. I Had to convert website visitors into potential leads. They required excellent chat quality, maintained response time and no chat errors.

- Assisting incoming website visitors
- Maintaining response time during conversation
- Resolving their issue by setting appointments
- Team meets and corporate communication
- Consistency and punctuality was there

**CSR and Sales Agent
Success Communique**

Duration: From (Jan – 2013) to (Feb – 2014)

B2C sales and customer care. Using platforms and portals I used to preserve the details given by the customer including credit card. Handling angry customer and make them stay with the brand was my thing.

- Closed sales and resolved customers problem
- Collecting the feedbacks and recording it for the later examination
- Cards and social security number verification
- Providing customers with a clear insight of where they stand in the situation
- Helping them save money keeping the organizations interest in mind

**Communication Manager
New Lucky Karachi Goods Forwarding Agency**

Duration: From (2012) to (2016)

Communication with clients, ensuring on time delivery of goods, order confirmation and pitching the fare rates to clients, also I had to communicate with importers and exporters.

- Sending emails and order confirmations.
- Ensuring on time loading and unloading of goods.
- Communications over the phone.
- People skills were needed.
- Managing workforce.

Academic Credentials:

BBA (Marketing)
Greenwich University

Honors & Achievements:

- Won cooking Competition - Greenwich University
- Won 1st prize in Darts regional championship - Sind Darts Association

Trainings & Certifications:

- Logic and Critical Thinking - Greenwich University

Personal Details:

Date of Birth: Dec 14 1993

Gender: Male

Nationality: Pakistani

Marital Status: Single

Languages: English