



Rayan Paul

Executive Operations

Driven Operations Executive with expertise serving as the primary point of contact for high-level client queries, demands, wants, and complaints. Passionate about providing first-class tailored solutions to customers/vendors/partners/drivers by listening to concerns, requirements, and requests. Dedicated to finding patterns through the analysis of client data, transactions, queries, and complaints in order to offer quick answers.

• Contact

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• Skills

- Daily Workflows Excellent
- Sales Expertise Very Good
- Operations monitoring Very Good
- Client Service Excellent
- Software Knowledge Excellent
- Customer Inquiry Management (CIM) Excellent
- Desktop support Excellent
- Decision-Making Excellent
- Mail merging

• Work History

2022-01 -
2022-05

Customer Care and Sales Executive

eZhire , Karachi

Car Rental Company Operating In All the Gulf Countries, ie, UAE,Oman,Bahrain etc.

- Creating documents such as bills, invoices, and amplify 20% bookings from customers.
- Developed sales strategy based on research of consumer buying trends and market conditions for getting efficient bookings.
- Asked open-ended questions to determine which cars or deals would be best fit for customer's needs Managed to attend make and answer 60s to 80s calls per day increased sales 10%.
- Trained new personnel up to taking 50s to 80s inbound customer chat and call conversations regarding company operations, policies and services.

2022-01 -
2022-05

Rider Support and Logistics Executive

Krave Mart, Karachi

Grocery Delivery Application Nationally

Recognized all over Pakistan.

- Updating data in databases to ensure accuracy accordingly opening and closing marks at high influx of orders as such 100s and 200s orders in hourly basics.
- Conducted qualitative and quantitative analysis of logistics operations to pinpoint and correct inefficiencies.
- Analyzed processes and supply chain operational data for performance and catered up to 70% rider queries over calls and chats.

Customer Relations
Excellent
●●●●●
Excellent

• Languages

• English
2021-07 - 2022-01
●●●●●
Excellent

• Urdu
●●●●●
Excellent

• Software

Salesforce
●●●●●
Very Good

3PL
●●●●●
Very Good

Freshchat
2020-07 - 2021-07
●●●●●
Excellent

Zendesk
●●●●●
Very Good

Slack
●●●●●
Excellent

Ziwo
●●●●●
Excellent

Jitsi
●●●●●
Excellent

Passport No: AJ3905083
2020-07 - 2021-07

Visa Issuance: 3/6/2022

Visa Exipery: 31/8/2022

- Developed and enforced performance standards and measures for key areas of responsibility.
- Developed business and drove orders up to 30% by producing new solutions, gaining new contracts and analyzing logistical issues.
- Achieved and exceeded goals and KPIs

Vendors Operations Executive

Snoonu, Karachi

Qatar Based Super Application

- Maintaining and analyzing record of Vendors, solving Vendor queries in terms of late orders, and other requests
- Helping vendors in analyzing and improvising best results with rider related queries over inbound calls and chats.
- Resolved conflicts and negotiated mutually beneficial agreements between customers and partners.
- Worked with customers to understand needs and provide excellent service.
- Managed over 60 to 80 calls per day. Increased sales by 10%.

Shift Lead

Ibex foodpanda, Karachi

foodpanda company globally recognized for delivering FMCG goods.

- Created effective work schedules for each colleague in order to meet deadlines and fully staff shifts.
- Prepared shift summary reports for supervisor and discussed goals and progress on regular basis for maintaining AHTs and QA's.
- Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills, Refresher sessions and Sop's in terms of 100% efficient in their knowledge.
- Tracked employees hours and daily productivity making client based RTMs and MYTs for meeting SLAs.

Customer Support Executive

Ibex foodpanda, Karachi

- Trained team members on services and products to support promotional efforts for maximizing and increasing their ability to 70% - 80%.
- Listened to customers' questions and concerns to provide answers or responses.
- Creating and formatting Emails to customers maximizing productivity to 40%.

• Education

2021-08 -
Current

Associate Degree in Intelligence (AI): Computer Sciences

Iqra University Karachi. - Karachi, Pakistan

2019-08 -
20202

Inter: Computer Science

St. Patricks College Karachi - Karachi Pakistan

• Certifications

- Certificate holder sales assistant in retails sector certificate by (TUSDEC) with support of (UNDP) and (USAID).
- Certificate holder as Sales Supervisor by (TUSDEC) with support of (UNDP) and (USAID).
- Diploma in Information Technology D.I.T.
- Inter class tournament Runner Up Certificate holder.
- Inter Quiz Competition Certificate of Excellence by Aptech Global Learning solutions Malaysia.

• Interests

- Chess
- Board Games