

# BEHROOZ SAEED (DAE-Mechanical)

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🌐 English, Urdu and Hindi

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📍 Dubai, UAE

## PROFILE

Customer Service Representative with over 3 years of experience in telephone service including sales, technical care, and customer care. Familiar with major customer service software, and conflict resolutions, and possess a positive attitude.

### Core Competencies

- Problem Solving
- Technical Knowledge
- Attention to details
- Patience
- Communication
- Collaboration
- Team Management
- Critical Thinking
- Professionalism

## EDUCATION & CERTIFICATION

- Diploma of Associate Engineering: Govt Saifee College of Technology (2016)
- Intermediate: Sirajudduallah Govt. college (2015)
- Matriculation : Government Technical High School (2012)

## PROFESSIONAL EXPERIENCE

### Habib Bank Limited Pakistan

#### Customer Service Representative

(2018 – 2022)

- Effective communication with regional and internal departments, and customers to ensure timely and efficient results.
- Managing, investigating, and providing support services to clients' issues within defined KPIs & SOPs.
- Establishing a transparent relationship with stakeholders and designing an effective solution to meet client needs.
- Increase customer experience by providing information on new products and services through up-selling opportunities.
- Provide assistance to customer queries online by following Standard Operating Procedures.
- Greeting customers, and offer them help, advise, and information.
- Follow up and track customer inquiries.
- Prepare daily reports on the daily activities.

### Yamaha Motors Pakistan

#### Senior Technician (Team Member Grade 2)

(2017 – 2018)

- Performed necessary maintenance functions such as lubrication and cleaning of equipment.
- Preparing the inquiries with proper technical specifications.
- Kept records for equipment and procedures.
- Assigned the tasks of testing the machinery to ensure the products met the standards of performance, cost, and quality.
- Inspected pipes and piping systems to assess their quality and condition.
- Supervised machine and made the adjustment as per need.

### A.B ENGINEERING - Pakistan

#### Assistant Technician (Team Member and fitter – Maintenance)

(2015 – 2017)

- Troubleshooting issues with electrical and mechanical equipment.
- Worked with planning and design team.
- Established maintenance and safety procedures.
- Successfully kept accurate records for equipment and machines.
- Responsible for first level operations and dealing with vendors.
- Assigned the tasks of testing machinery to team members ensuring the products meet the standards of performance and quality.

## SKILLS

- **Software:** MS Office
- Proficient with data entry and inventory software and systems.
- Excellent communication and presentation skills.
- Team leader with the ability to take charge and take lead in facing the challenges.
- Ability to serve as a technical expert within the work unit
- Basic knowledge of plant networks and control system.
- Demonstrate to solve problems and trouble shoot situations arising in the plant maintenance area.

## OTHER DETAILS

- **Date of Birth:** 23, March 1995
- **Visa:** Visit Visa (valid till 26 March 2023)
- **Nationality:** Pakistani
- **Religion:** Islam
- **Marital Status:** Single