

Hassnain Mughal

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Objective

Dedicated and hardworking professional with over 2 years of experience in customer service, kitchen operations, and food preparation. Skilled at delivering high-quality service in fast-paced environments, with a strong focus on teamwork, efficiency, and customer satisfaction. Eager to contribute to a dynamic workplace with a commitment to excellence and continuous growth.

Experience

- **Hello international**
Customer service representative
- **Phoenix international**
Customer service representative
- **Pizza national**
Pizza chef
- **Greeno juice bar**
Crew
- **KFC**
Breeding master kitchen

Education

Course / Degree	School / University	Grade / Score	Year
Intermediate	Government degree college		
Matric	Amina academy		

Skills

- **Customer Service & Communication** Excellent verbal communication and interpersonal skills Strong customer service orientation Conflict resolution and problem-solving abilities Ability to handle customer queries efficiently and professionally Experience in fast-paced, customer-focused environments
- **Call Center & Technical Support** Call handling and inbound/outbound communication CRM and call logging software knowledge Data entry and information recording Ability to work under pressure and meet KPIs Multitasking and time management
- **Hospitality & Food Service** Food preparation and kitchen operations Safe food handling and hygiene practices (knowledge of HACCP standards) Teamwork in high-pressure kitchen environments Fast and accurate order preparation Experience with commercial kitchen equipment
- **Workplace Skills** Fast learner and highly adaptable Dependable and punctual Strong attention to detail Team-oriented with leadership potential Ability to work flexible shifts

Projects

- **Customer Engagement & Sales Optimization – Phoenix International**
Handled inbound and outbound calls for international campaigns, achieving a 90% customer satisfaction rate. Consistently met or exceeded weekly sales and service targets. Trained two new team members and supported quality monitoring to maintain high service standards.

Key Skills Used: Customer Service, Communication, Target Achievement, CRM Tools, Team Support

- **Retention & Upselling Initiative – Hello International**

Part of a special team assigned to retain customers through personalized support and upselling services. Successfully retained over 150 clients in a 4-month period. Helped reduce churn by identifying customer pain points and improving call scripting.

Key Skills Used: Problem Solving, Customer Retention, Upselling, Conflict Resolution, Performance Tracking

- **Kitchen Efficiency & Food Safety Focus – KFC (Kitchen Staff)**

Worked in a fast-paced kitchen environment preparing meals according to strict quality and hygiene standards. Assisted in optimizing kitchen workflow during peak hours, contributing to 15% faster service. Maintained cleanliness, followed food safety protocols, and supported team coordination during busy shifts.

Key Skills Used: Food Preparation, Hygiene & Safety, Teamwork, Time Management, Fast-Paced Work Environment

- **Menu Execution & Quality Control – Pizza Nation**

Prepared a variety of pizzas and menu items with a focus on quality, speed, and presentation. Maintained consistency in taste and appearance during high-volume hours. Supported inventory checks and assisted in training junior kitchen staff on food prep and hygiene practices.

Key Skills Used: Food Preparation, Attention to Detail, Kitchen Teamwork, Time Management, Hygiene Compliance

Achievements & Awards

- Consistently ranked among top-performing agents at Phoenix International for meeting and exceeding weekly call targets.
- Awarded “Best Team Player” of the month at Hello International for outstanding collaboration and customer retention efforts.
- Recognized for fastest order preparation during peak hours at KFC, contributing to a 15% increase in kitchen efficiency
- Received positive customer feedback regularly at Pizza Nation for food quality and service speed.
- Maintained 100% attendance for over 6 months across multiple jobs, reflecting reliability and dedication.

Languages

- English.
- Urdu.
- Persian.