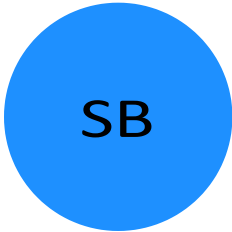


SAQLAIN BUTT

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Shad Bagh Lahore

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EXPERIENCE



SUMMARY

Dedicated and customer-focused professional with over six years of experience in the automotive and courier industries. Currently serving in the Customer Relations Department at Toyota Walton Motors (2019–Present), specializing in service complaint resolution and conducting customer satisfaction surveys for new vehicle deliveries. Recognized for supporting Toyota's commitment to innovation, diversity, and high-quality customer service. Previously worked as a Night Operations Supervisor at Leopard Courier Company (2017–2018), where responsibilities included managing logistics and ensuring smooth overnight operations. Strong communication, problem-solving, and team coordination skills with a focus on delivering service excellence.

EDUCATION

Matriculation

2010 Govt boys Islamic high school Lahore

Intermediate

2012 Leader Ship College

Bachelor in Business

2019 Virtual University Lahore (Not Complete)

SKILLS

Problem-solving Quick Learner
communication abilities Teamwork

LANGUAGES

English

Proficient Urdu Native

Leopard courier company

Supervisor MAR 2017 – MAY 2019

Oversaw night shift operations, coordinated courier dispatch and delivery schedules, managed a team of staff, and ensured smooth and timely logistics processes during overnight hours.

TOYOTA WALTON MOTORS LAHORE

Customer Relations Executive & Insurance Assistant (MAY 2019 – MAY 2025)

Provide frontline customer support by handling service complaints, conducting new vehicle delivery surveys, and ensuring customer satisfaction. Assist in processing vehicle insurance documentation, coordinating with insurance companies, and guiding customers through claim procedures. Support the dealership's commitment to service excellence, innovation, and a customer-first approach.

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