

Contact HR Consultant for CV No:341260

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| --- | --- |
| JOB APPLIED FOR | Customer Service Representative |
| WORK EXPERIENCE |  |
| 01/06/2013–10/08/2015 | Customer Service Representative |
|  | ComNet Communications, Islamabad (Pakistan) |
|  | ▪ Responded promptly and answered/resolved customer inquiries and complaints. |
|  | ▪ Investigated and resolved service issues and/or product problems. |
|  | ▪ Managed customers database accounts, performed customer verification and processed, |
|  | applications, orders and requests. |
|  | ▪ Worked with administration: forwarded requests and unresolved issues to the designated resource |
|  | by communicating and coordinating with internal departments. |
|  | ▪ Kept records of customer interactions and actions taken, including – transactions, comments, |
|  | inquiries and complaints. |
|  | ▪ Supplied customers with written responses and information and followed up on customer |
|  | communications. |
|  | ▪ Provided customers with technical support using maintenance procedures created with company |
|  | products. |
|  | ▪ Wrote and kept accurate records of discussions and correspondence with customers. |
|  | ▪ Provided customer service team with feedback. |
|  | ▪ Met with other team managers to discuss possible improvements in customer service and |
|  | company's products. |
|  | ▪ Learned about products and services and kept up to date with changes. |
|  | ▪ Kept ahead of technology developments by attending professional courses. |
| EDUCATION AND TRAINING |  |
| 26/01/2009–15/04/2013 | Bachelors of Science |
|  | Sarhad University of Science and IT Peshawar, Peshawar (Pakistan) |
|  | ▪ **CPGA:** 3.32/4/00 |
| 01/08/2005–30/08/2008 | Higher Secondary School |
|  | Rawalpindi (Pakistan) |
|  | **Percentage:** 71.8% |
| PERSONAL SKILLS |  |
| Mother tongue(s) | Urdu, Punjabi |



Curriculum vitae 

Other language(s)

English

Hindi

Arabic

Russian

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| UNDERSTANDING | | SPEAKING | | WRITING |  |
| Listening | Reading | Spoken interaction | Spoken production |  |  |
|  |  |
| C2 | C2 | C2 | C2 | C2 |  |
|  |  |  |  |  |  |
| C2 | A2 | C2 | C2 | A1 |  |
|  |  |  |  |  |  |
| A1 | C1 | A1 | A1 | A1 |  |
|  |  |  |  |  |  |
| A1 | A1 | A1 | A1 | A1 |  |



Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

[Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr)

Communication skills Excellent english written and communication skills gained through my experience as customer service

representative

Job-related skills ▪ Professional work ethic.

* Multi tasking.
* Excellent written and verbal communication skills.
* Ability to work in a team.
* Excellent Customer service skills.
* Good leadership abilities.

Digital competence ▪ MS Office

* IT Skills
* Databases / Operating Systems
* Printing, Scanning and Faxing

Other skills **Hobbies:**

* Meeting people from different backgrounds
* Fitness
* Music
* Travelling
* Playing Cricket and Tennis

ADDITIONAL INFORMATION



Honours and awards ▪ Merit scholarship was awarded by government of Pakistan for entire bachelors degree.