**Junaid.351621@2freemail.com**

**Junaid (BSCS)**

**COSTUMER SALES REPRESENTATIVE AT TOUCHSTONE COMMUNICATIONS**

**EXPERIENCE**



**TOUCHSTONE COMMUNICATIONS**

***Customer Services Representative***

September 2013 – Present

**RESPONSIBILITIES**

Manage large amount of inbound and outbound calls in a timely manner.

Provide customers with product and service information.

Attracts potential customers by answering product and service questions; suggesting information about products and services.

Strong communication and negotiation skills.

Identify, research, and resolve customer issues using the computer system.

Transfer customer calls to appropriate staff.

Meet personal qualitative and quantitative targets.

Possess strong problem solving skills.

**EDUCATION**

**BSCS (COMPUTER ENGINEERING)**

2012-2016

PIR MEHR ALI SHAH ARID AGRICULTURE UNIVERSITY RWP

**ICS**

2009-2011

Rawalpindi Board

**Matriculation (Science)**

2009

Rawalpindi Board

**PROJECTS**

BARCODE INVENTORY MANAGEMENT SYSTEM (Application presented in University Final Year Project)

**SOFTWARE SKILLS**

ANDROID STUDIO

C#

SQL SERVER

MICROSOFT OFFICE

**SKILLS AND ACTIVITIES**

Good professional team spirit along with good communication skills

Proficient in MS Office (Word, PowerPoint, Excel)

Proficient in English, Urdu and spoken skills,

Reading and usual lightweight media entertainment

**PERSONAL DETAIL**

Marital Status : Un-married

Gender : Male

Current Location : Rawalpindi, Pakistan

Nationality : Pakistani

Religion : Islam

**LANGUAGES**

English

Urdu

**EXTRA CURRICULUM ACTIVITIES**

Learning new things

Online courses

Cricket

Badminton

**REFERENCES**

References and documents will be provided on request.