**Curriculum vitae**



**Adnan**

Email: [adnan.360709@2freemail.com](mailto:adnan.360709@2freemail.com)

**Personal Profile**

Date of Birth : May 15th 1998

Civil Status : Single

Gender : Male

Visa Status : Visit Visa

Nationality : Pakistani

Language : English, Hindi, Urdu, Pashto

**Objective**

Keen to find a challenging role in a reputable organization and offer valuable contribution to improve the services by using my acquired skills and capabilities. I am able to participate in everyday company operation of today’s competitive environment through dedication, team work.

**Professional Experience**

**Moblink JAZZ, ISLAMABAD Pakistan Jan 2016 – Jan 2017**

**Position: Data Entry Operator / Customer Service**

**Job Responsibilities:**

* Courteously greet the customer and give them the best customer service needed.
* Handling face-to-face enquiries from customers.
* Assist customers to give the best service suited as per their demand on the telecom service to be provided
* Manage upset customers, conflicts and challenging situations
* Give customer’s assistance by answering their inquiries and other concerns.
* Encode and forward customer’s concerns to authorized personnel that will further assist the concern of the customer.
* Providing help and advice to customers
* Investigating and solving customers' problems, which may be complex or long-standing problems.

**Educational Qualification**

* Completed Higher Secondary School Certificate

**Computer Skills**

* MS Office
* Internet Concepts & Others

**Skills and Strengths**

* Strongly believe on teamwork
* Ability to use Microsoft Office and Accounting software
* Excellent interpersonal and communication skills
* Good Analytical and Problem solving skills
* Good personality, attitude and character
* Tenacious and Adaptable to various work environment

**References:**

Can be provide on request

**Declaration**

I declare that the information provided above is true and correct to the best of my knowledge.

**Adnan**