



YOURAJ J FEROZ

Contact

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Personal Information

DOB: 11-07-1995
Gender: Male
Marital status: Single
Nationality: Pakistani
Passport # GV8913281
Visa Status: Visit visa

Skill Highlights

- Strong decision maker
- Complex problem solver
- Ms Office
- Time Managing
- Good communicator
- Service-focused
- Team work

Summary

Self motivated personality skilled in providing extraordinary customer service internally and externally to develop relationships and create positive customer experiences. Proven record of achieving operational efficiency and quality standards and demonstrating compliance with regulations. Strong collaborator and active listener with excellent verbal and written communication skills. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities

Experiences

Customer Relationship Officer

(2018-09 to till date)

Foreign Edvisor Consultancy

- Facilitated meeting and discussions between client and management.
- Developed summaries to assess each client's participation level determine targets or follow-up plans.
- Monitored Followed-up and escalated cases to meet customer response commitments.
- Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.

Education

Bachelor of Science: **Computer Science**

Certifications

Office Management Course, MS Word, Excel, PowerPoint

Languages

English, Urdu, Punjabi