

Akmal Hassan



Personal Information

Date of Birth

22nd December 1994

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Passport No: AM1354791
Issue Date : 04/10/2021
Expiry Date: 03/10/2026

M. S (B I O T E C H N O L O G Y)
BS (HONS) BOTANY

Summary

Ambitious customer service attend with 1 Year of experience. Willing to work in a production Environment which includes working with other team members. Uphold company policy and bringing a great demeanor to the work place. Possess transferable qualities in a work setting. Experience in dealing with various customer problems from a retail setting, restaurant setting and recreational Setting.

Qualification

	MS. BIOTECHNOLOGY
(2018-2020)	University of Management & Technology. Thesis (Continue)
	BS (HONS) BOTANY
(2013-2017)	University of Education.
	INTERMADE (FSC PRE-MEDICAL)
(2010-2012)	CIVIL LINE COLLEGE LAHORE.
	MATRIC (SCIENCE).
(2010)	CITY PUBLIC SCHOOL BISE LAHORE

Training & workshops

- Participated in National Edible Garden Symposium held in **UNIVERSITY OF EDUCATION.**
- 1st national workshop "forensic science: from crime scene to court of law" held in **university of MANAGEMENT & TECHNOLOGY.**

Extra Skills.

- Computer skills
- Microsoft office
- Classroom management
- planning and Organizing
- Complaint Resolution
- Report Preparation

Work Experience

- Plan City Public School (2012-2013)
- Teaching in THE LINDERHOF LAHORE SCHOOL SYSTEM since 2014 to onwards.
Chughtai Lab Head Office 31st April 2021 to Feb 2022
Customers Care Representative
- Handle Two Hundred WhatsApp Chats With 90 Calls With Duties Including Signing Up New Customer Presenting Relevant Product Information.
- Resaved an average 85% Customer Satisfaction Rate.
- Suggested a new tactic to persuade Canceling Customer to Stay with The Company