



# Raheel Raza

**Date of birth:** 04/07/1994 | **Nationality:** Pakistani | **Gender:** Male | (+971) 505221032 | (+971) 558399406 | [raheel75a@gmail.com](mailto:raheel75a@gmail.com) | WhatsApp Messenger: +923464112462 |

Dubai Islamic Bank building Al Nabbah Sharjah.

About me: Experienced Backend Support Specialist with over 3 years of experience in BPO industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

## WORK EXPERIENCE

15/05/2018 - 25/01/2020 - Lahore, Pakistan  
**BACKEND SUPPORT SPECIALIST – ABACUS CONSULTING**

Worked as a Backend Support Executive in “Careem” customer support (non-voice). Generated new business leads through direct customer engagement, deploying inbound and outbound marketing tactics and developing and optimizing informative content.

Sorted incoming mail and faxes and expedited urgent correspondence for immediate attention.

Received incoming calls and messages and addressed or triage phone requests. Operated with high integrity, built trust, and earned sustained credibility with internal and external clientele.

Investigated and resolved customer complaints to foster satisfaction.

01/02/2020 - 31/07/2021 - Lahore, Pakistan  
**CUSTOMER SUPPORT SPECIALIST – INFINITO HUB**

Worked as an operator/controller on UK cab campaigns responded to customer queries in a timely and accurate way, via phone, email and chat.

Provided technical support to company staff and troubleshoot computer problems.

Troubleshoot problems and see them through to resolution.

Collect prompt and accurate feedback from customers

## EDUCATION AND TRAINING

02/2019 - 01/2021 - 1-Km defence road near bhuptian chowk., Lahore, Punjab, Lahore, Pakistan  
**MASTER OF BUSINESS ADMINISTRATION ( SUPPLY CHAIN MANAGEMENT ) – University of Lahore**

27/02/2013 - 31/07/2017 - Kamahan - Lidher Rd, formanites housing scheme Lahore, Punjab, Lahore, Pakistan  
**BACHELOR OF STUDIES (BS) IN INFORMATION TECHNOLOGY – Lahore Leads University**

## LANGUAGE SKILLS

**Mother tongue(s):** URDU

**Other language(s):**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	C1	C1	B2

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

## COMMUNICATION AND INTERPERSONAL SKILLS

**Customer service support**

**Computer-aided support**

Quality assurance support

---

● **DIGITAL SKILLS**

---

Zendesk Software | Genesys | Icabbi Taxi Dispatch System | RTC (Real-time communication Systems) | Microsoft Office | Microsoft Excel | Outlook | Google Drive

● **HOBBIES AND INTERESTS**

---

Crypto and Block Chain Technologies

---

Travelling

---