



FAIZA ZEESHAN

CONTACT:

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U.A.E: Spouse Residence visa



OBJECTIVE

I am a customer service representative who providing service and product information and resolving service and product problems.

Noor PVT Ltd (as a Customer Service Representative)

01/2017 -06/2018

SKILLS

- Good Written & Communication Skills.
- Good Presentation & Reporting skills.
- Leading, Team work and Team Buildingskills.

LANGUAGES

- English
- Urdu
- Hindi

- Resolve product or service problem by clarifying the customer's complaint determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Prepare product or service report by collecting and analyzing customer information.
- Manage large amount of incoming calls.
- Deal directly with customer either by telephone, electronically or face to face.
- Respond promptly to customer inquiries.
- Provide pricing and delivery information.
- Perform customer verification.
- Setup new customer account.
- Process orders forms application and request.
- Communicate and coordinate with internal department
- Follow up on customer interaction.

TECHNICAL SKILLS

- Expert in Microsoft Word.
- Microsoft Excel.
- Microsoft Power Point.
- Telemarketing

EDUCATION

- Masters of Business Administration (MBA)
Karachi University Business School 2013
CGPA: 2.9
Specialized in accounting, statistics, management, Economics and marketing
- Bachelors in Commerce (B.Com)
Karachi University 2009
GPA: 3
Specialized in law, statistics, communication, accounts and economics

INTERESTS

- Attending Event
- Event Management
- Travelling

REFERENCE

References available on request.