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| Reach me out on: 0310-2819240 or waqarahmed2145@gmail.com | | | |
| **Muhammad Waqar Ahmed** | | | |
| Call Center RepresentativeObjective | | | |
| Organized call center agent offering 4+ years career in sales and customer care services. Committed to quickly and thoroughly answering customer questions. Experienced in training new employees on processes and procedures. | | | |
| Work History | | | |
| 01-2019 to Current | | Lytnetwork, Karachi. |  |
| Senior Call Centre Agent  * Educate customers on product and services details and information. * Adhere to company policies and scripts to consistently achieve call-time and quality standards. * Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction. * Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming positive experience * Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns. * Conferred with customers about concerns with products or services to resolve problems and drive sales * Received multiple positive reviews acknowledged dedication to excellent customer services. * Responded to customers’ requests to products, services and company information * Improved sales abilities and product knowledge on continues basis to provide optimal service and achieve quotas * Ensured accurate responses to questions and inquiries by maintain advanced products knowledge. * Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions. | | | |
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| 10-2017 to 2019-01 | | EUZEN, Karachi |  |
| Customer Care Representative  * Built long term, loyal customer relations by providing top-notch service and detailed order, account and service information. * Used consultative sales approach to understand customer needs recommended relevant offerings. * Increased customer satisfaction ratings by solving problem promptly and to customer expectations. | | | |
| 12-2015 to 09-2017 | | MovingUp, Karachi |  |
| Call Center Agent. | | | |
| 01-2014 to 08-2015 | | Qubees, Karachi |  |
| Call Centre Associate | | | |
| Education | | | |
| Completed | Siraj-ud-Daula, Government Boys Degree College | |  |
| * Intermediate in Arts. | | | |
| References | | | |
| References are available on request. | | | |