

Hiba Waseem

Karachi

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Work Experience

Customer Support Specialist (foodpanda)

TRG Ibex Global - Karachi

January 2021 to January 2022

1. Customer Support(Specialized)

July 2021 to December 2021 : 6mos

- Chat Support agent of specialized team (foodpanda Pakistan)
- Email Support of Specialized Que
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1. (Customer Support Executive)

January 2021to July 2021: 6mos

Chat support agent (foodpanda Pakistan)

Email Support agent (foodpanda Pakistan)

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Keeping records of customer interactions, transactions, comments, andcomplaints.
- Communicating and coordinating with colleagues as necessary.
- Giving prompt response to customer's by email, chat or on calls which are requested by client's

Call Center Agent

TELESOURCE INTERNATIONAL - Karachi

August 2020 to September 2020

- Answer incoming calls and respond to customer's emails
- Management and resolve customer complaints
- Sell products and place customer orders in the computer system
- Identify and escalate issues to supervisors
- Provide product and service information to customers

Front Desk Officer Or Co-ordinator

Eureka English language Institute - Karachi

July 2019 to September 2019

'Versatile receptionist with a friendly telephone manner and exceptional written and verbal communication skills. Customer-focused with creative problem-solving skills suitable for supply management and customer service'.

1. Greeting and welcoming inquiries and providing them with a positive first impression of the organization.
1. Directing inquiries and answering their questions.
2. Notifying other workers of visitor arrival
3. Maintaining security and telecommunications systems.
4. Complying with procedures, rules, and regulations on keeping a safe and clean reception area.

Education

Bachelor's in Bachelor's Science (Bsc)

Women' Science Islamia College - Karachi

March 2020 to Present

Intermediate in Pre.Medical

Govt.Girls College - Karachi

August 2017 to September 2019

Middle School in Biology

The Educator's - Karachi

March 2015 to August 2017

Skills

- 1.TEAMWORK SKILLS:Being a team player, with a passion for collaboration, must be one of my strengths.
- 2.EXCELLENT WRITTEN AND ORAL COMMUNICATION SKILLS:Having good communication skills is a must for business. It conveys the effort that i put in to express my ideas and thoughts professionally.
- 3.LEADERSHIP SKILLS:Having leadership skills show that I am self-starter and i can handle decision-making well.
- 4.TIME MANAGEMENT SKILLS:First impressions are indeed lastingTime is a very important resource in the corporate world. Mypunctuality is an indication of my time management skills.
- 5 .PERSUASION:The ability to influence others, present effective arguments and prompt others to act is a valuable asset that can be beneficial in a range of workplaces.
- 6.INTERPERSONAL SKILLS:Interpersonal skills are based on my ability to conduct positive interactions and maintain meaningful relationships with other people.
- COMPUTER SKILLS :Proficiency with MS office and particularly MS Excel

Certifications and Licenses

English Language Certificate

August 2019 to Present

Confident, articulate, and professional speaking abilities (and experience)Speaking in public, to groups,
or via electronic media.Excellent written and verbal communication skills.