



HAFSA ARIF

Phone: +9231210-82611

Email: hafsa.arif20@gmail.com

OBJECTIVE

Dedicated customer care representative for 1 year and 5 months dedicated to providing quality care for ultimate customer satisfaction. Ability to establish and maintain excellent communication and relationships with clients. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skills combined with a superior knowledge of the customer service industry. Punctual, hardworking and responsible.

EXPERIENCE

TRG Pakistan

iBEX

Customer care representative | 2019

- Hired as a chat customer care representative after working there they promoted to Cash Loss and blacklisting team.
- Worked in Email team.
- Vendor Calling Team.
- Worked as a QA (Quality Checkup for the new on boarded vendors (clients)) of Home-chef.

TRIBE CONSULTING

Customer Care Representative | 2021

- Sales Executive

foodpanda

Business Development Officer | 2022

- In this we have to keep the **Quality Check** to get the vendors on boarded.
- We have to maintain a good quality check of products, functions, packaging and special requirements.
- Ensures that the final product observes the company's quality standards.

- Responsible for the development and implementation of inspection activities, the detection and resolution of problems, and the delivery of satisfactory outcomes.
- Developing a workflow for product inspection.
- To insure to maintain the growth of the organization via Calls and Email.

EDUCATION

Matriculation in Science from Civic School

Intermediate in Arts in process

SKILLS

- Microsoft word, Excel and PowerPoint
- Salesforce
- Team work
- Spread sheets
- Email communication
- Social media
- Trust building
- Able to handle multiple tasks on a daily basis.