

FAIZAN FAYYAZ

ABOUT

To build a career in a growing organization, where I can get the opportunities to prove my abilities by accepting challenges, fulfilling the organizational goal and client the ladder through continuous learning and commitment.

WORK EXPERIENCE

DECEMBER 2021 - JUNE 2022

At IBEX. PAKISTAN

As a customer support executive, my role was to assist the customers on their queries and to look after their complaints in real time using soft skills as per the company given policies for the campaigns " SWVL " & " FoodPanda APAC ".

JANUARY 2021 - DECEMBER 2021

At RJ BPO SOLUTION

As a Team leader/supervisor, my role was to lead the team of 30 agents to generate quality leads for US based medical campaigns. Being a multitasking supervisor. I was assigned to maintain QA reports, fax making + fax verification from Doctor's office.

OCTOBER 2019 - MARCH 2020

At NOBLECOM SOLUTION

As a customer service and sales executive, my role was to generate quality leads for US based durable medical equipment (DME) campaigns and to generate sales for " Bell Canada " for home phone, television & internet services.

OCTOBER 2017 - APRIL 2018

At VERIZON COMMUNICATION

As a International Sales Representative, my role was to generate quality sales for our valuable clients for US based campaign " Spectrum " for home phone, television & internet services.

SKILLS

- Attentive listening and affective oral communication skills
- Ability to quickly create and apply ideas and solutions
- Good Browsing skills and basic MS office Knowledge

EDUCATION

2017

- Matriculation From Board of Secondary Education Karachi

2020

- Intermediate From Board of Intermediate Education Karachi

LANGUAGES

- Urdu
- English

CONTACTS

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