

Muzzammil Chauhdry

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A high school student driven to learn quickly, advance computer proficiency and training in industry operations. Solid background in field and office settings supporting team needs. Flexible and hardworking team player focused on boosting productivity and performance with conscientious and detail-oriented approaches.

Professional Experience

Ibex Pakistan

07/22
03/22 - ~~Present~~

Customer Support Executive

- Overseeing the customer service process.
- Resolving customer complaints brought to my attention.
- Implementing the policies and procedures.
- Planning the training and standardization of service delivery.
- Possessing excellent product knowledge to enhance customer support
- Maintaining a pleasant working environment for my team.

Success Factor Pakistan Office

11/21 - 03/22

Intern

- Managed multiple projects simultaneously using organizational and analytical skills.
- Served clients and followed outlined steps of service.
- Sorted and organized files, spreadsheets and reports.
- Developed social media strategy templates for Instagram and Facebook.
- Helped with planning and hosting of marketing events.
- Performed market analysis and researched latest trends.
- Responded to customer comments and questions via phone calls or Whatsapp during shifts.

Education

Private

09/21 - ~~Present~~
HOLD

A' level

- Commerce

Usman Public School System

09/19 - 07/21

O'level

- Pre-Engineering

Hobbies

- So, since my life purpose is to accomplish what I enjoy, my hobbies are primarily centered on my interests. Aside from my academics and work, I enjoy researching about geopolitical history, socioeconomic challenges, and contemporary technological advances in my spare time. I enjoy collaborating with others. Some say I'm a chatty person, therefore I spend time with my family to unwind. In addition, I've joined a gym. I'm not a gym rat, but I enjoy the company I keep there, and working out keeps your mind active when you're at work. On weekends, I also play cricket and basketball as sports, which is crucial since it keeps you active in the long run.

Key Skills

- Operations support
- Filing and data archiving
- Presentations
- Client Relationships
- Problem-solving
- Outstanding communication skills
- Brand development
- Teamwork and Collaboration
- Google Workspace
- Social Media Management
- Campaign development
- Online research
- Documentation and reporting
- Customer Relationship Management