

Personal Information:

Name: Arquam Bin Mazhar

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Objective: 1 .Obtain a customer service position where I can maximize my people-oriented experience, communication, skills and problem solving abilities.

2. Secure a position as a team player in a people-oriented organization where I can maximize my customer service experience to achieve corporate goals in a challenging environment.

3. Attain a position that will enable me to use my strong communication & organizational skills, customer service background, and my ability to work well with others.

4. Challenging customer relations position with the focus on sales, retention, and solutions.

5. Seeking to use experience and communication skills to resolve, enhance, and transform the face of customer interaction.

PROFILE SYNOPSIS

- Detail-oriented, efficient and organized professional with extensive experience in public dealing and foreign based call centers.
- Possess strong analytical and problem solving skills, with the ability to make well thought out decisions.
- Excellent written and verbal communication skills.
- Highly trustworthy, discreet and ethical.
- Resourceful in the completion of projects, effective at multi-tasking.

EDUCATION & CERTIFICATION

- **Matriculation (Science)**
From board of Secondary Education Karachi.
- **Intermediate (Pre-Medical)**
From Board of Intermediate Karachi.
- Appearing in Medical College.

EXTRA SKILLS.

- Good English speaking skills.
- Knows how to manage and figure out things.
- Highly Energetic.
- Good knowledge of customer service and know how to deal with things depending on the situation.
- Multi tasking.

WORKING EXPERIENCE

- 2022 May' to date in **Eminent4U** as a web chat analyst.
- 2021 March to date in **Cenit.inc** as a customer service representative.
- 06 months experience in **FIS International** as a sales agent (2021 Sep- 2021 March)
- 01 Year experience in **Li (US based call center)** namely **Evoque Media** with the honor to be the top agent first month after joining (2019 Dec -2020 Dec)

PERSONAL INFORMATION

- Father's Name : Muhammad Mazhar Ahmed
- Date Of Birth : May 13' 1999
- Place of Birth : Karachi
- Nationality : Pakistani
- Religion : Muslim
- Language : English, Urdu
- Marital Status : Single

REFERENCE

- Shall be furnished upon request.