**Zohra** NOOR

Call CENTER REPRESENTATIVE

Karachi, Pakistan| zohranoor0107@gmail.com

0323-3542104

To maintain customer satisfaction and improve customer experience with Telecom Call Center through my proven problem solving skills, customer experience, and product knowledge.

# EDUCATION

## Bachelor of Arts from University of Karachi

* **Intermediate** from **Board of Karachi**
* **Matriculation** from **Board of Karachi**

# EXPERIENCES

Worked as a **Medical Representative** in **Neutropharma Pakistan** from July 2011 to December 2011.

Worked as a **Sales girl marketing** for **Jazz** **communications Pakistan** from February 2012 to October 2012.

Worked as a **Customer Care Executive** in **The Diligence Network** from June 2020 to October 2020

Worked as a **Customer Care Executive** in **SBT Japan Pakistan** from Feb 2021 to August 2021

Worked as **Customer Care Executive** for **Chats** and **Email Support** in **ibex**, from October 2021 to May 2022.

# SKILLS

* Active listener
* Outgoing personality
* Problem Solving
* Adaptability
* Quick learner
* Team player

**PERSONAL DETAILS**

Nationality : Pakistani

Date of birth : 03-Nov-1993

Marital status : Married

Gender : Female