

# Zara Thomas

## Customer Service Specialist

### ABOUT ME

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals, overseeing budgets and following industry standards to deliver successful projects

### CONTACT



Jaffer Plaza, Flat 302,  
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Karachi, Pakistan



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### SKILLS

Project Management



Telephone Etiquette



Problem Solving



Negotiation



Teamwork



### HOBBIES

Volunteering at Animal Shelters  
Playing Volleyball and Netball  
Drawing  
Sketching & Painting  
Designing Dresses Using Photoshop/Inkscape

### WORK EXPERIENCE

**IBEX , TRG | Nov'21- Jul'2022**

**Customer Services Specialist – Walmart**

Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and/or services Collaborate and build relationships with customers to strengthen service competitiveness Communicate back to customers, track, and resolve any issues regarding the service in a timely and efficient manner Ensure a positive Customer Experience ultimately leading to a good Quality Assurance (QA) Score

**Get Licensed | Nov'20 – Nov'21**

**Event Administrator**

Developed and maintained year-round calendar of events at different venues all over the UK (approximate of 73 locations) Maintaining Google sheets and smart sheets for record keeping purposes. Hiring venues for training and partner accommodations within strict budgets. Negotiating with venues to and the most suitable and compliant venue for training. Managed administrative logistics of events planning and event bookings. Researched venues and locations, liaised between event and facilities.

**CDRS Animal Welfare | Feb'20 – Oct'21**

**Assistant Director**

Created and updated physical records and digital les to maintain current, accurate and compliant documentation. Oversaw purchasing and organization of inventory ( oice and medical supplies) Led team of professionals in special projects and daily operations. Partnered with educators to instruct and build awareness. Trained and mentored new employees on industry practices. Directed and oversaw rescue schedules.

### EDUCATION

**Diploma in Fashion Designing | Sep'16- Nov'18**

Asian Institute of Fashion Design

**UCLES A'Levels | Jul'14- Aug'16**

St. Patrick's High School