

Nimra Saleem

CONTACT

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Gulistan-e-Jauhar Block 19, Karachi.



SKILLS

Competent User of Microsoft Office Programs

Good Communication Skills

Multi-tasking

Quick learner and adaptive

INTERESTS

Art and reading.

Creative writing

Watching movies/series

Travelling

REFERENCES

Will provide on request.

OBJECTIVE

A passionate, diligent and motivated individual, seeking to work in a place that provides the opportunity for utilization of my potentials while making a significant contribution to the company.

EDUCATION

BSC in Applied Physics

Univeristy of Karachi

Dates Attended

2016 - 2018

Physics, Maths, Chemistry and Electronics

Intermediate

Khatoon-e-Pakistan Govt. Degree College

Dates Attended

2013 - 2015

Pre – Engineering

PROFESSIONAL EXPERIENCE

IBEX

Quality Assurance Advisor (Oct'2019 – May'2021)

- Monitoring customer service representatives chats and calls.
- Assuring that services are aligned with the SOP's and company's policies.
- Record evaluations using quality monitoring forms.
- Deliver coaching/feedbacks to agents in a timely manner.
- Client Interaction.
- Process improvement.

Shift Lead (July'2019 – Oct'2019)

- Assisting the agents on the floor on their queries.
- Floor management.
- Handling Escalations.
- Maintaining AHT.
- Reporting the necessary to the management.

Customer Service Executive (May'2019 – July'2019)

- Providing information about the product and services, obtaining details of the complaint, keeping records of the inquiries, comments and the actions taken.
- Assisting with order placement, refunds and general queries.