

MUHAMMAD USAMA REHMAN

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EXPERIENCE

AUGUST 2019 - JANUARY 2021

CUSTOMER SERVICE EXECUTIVE, FOODPANDA APAC, IBEX, KARACHI.

- Chats (Aug'19-May'20)
- Emails (June'20-Aug'20)
- Service Recovery Team (Aug'20 – Jan'21)

JULY 2018 – JULY 2019

JUNIOR MANAGER OPERATIONS, STRATEGIKX BPO (SMC-PVT) LTD

- Tender Processing
- Budgeting

MARCH 2017 – SEPTEMBER 2018

TEACHER'S ASSISTANT, AL-HAMD ACADEMY

- Delivery of Lectures
- Grading Papers
- Presentations and Project Management

EDUCATION

MAY 2019

ACCA (ASSOCIATION OF CHARTERED CERTIFIED ACCOUNTANTS)

(Continued)

JUNE 2016

CA (INSTITUTE OF CHARTERED ACCOUNTANTS OF PAKISTAN)

- Assessment of Fundamental Competencies

2013 - 2015

HSSC (BOARD OF INTERMEDIATE EDUCATION KARACHI)

SKILLS

- PROFICIENCY IN WRITTEN ENGLISH
- WORKPLACE ETHICS
- ADAPTABILITY
- DATA COLLECTION AND ENTRY
- ABILITY TO WORK UNDER PRESSURE
- TIME MANAGEMENT