

# Zeeshan Shahid Satti

## Clients Support Specialist.

A highly talented, detail-oriented Customer Support Specialist with experience providing exceptional support and ensuring projects are completed on time and with extreme confidentiality, Experienced in creating an effective, organized environment in which i can excel at focusing time on providing top level customer support. Unique skills set offering exceptional organizational/administrative skills combined with ensuring 100% customer satisfaction.

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📍 Rawalpindi, Pakistan

## WORK EXPERIENCE

### Clients Support & Buisness Listings Concierge Bahria Town - IListUGO

2021 - Present,

#### Achievements/Tasks

- Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data presenting relevant product information.
- Utilize problem solving skills to resolve customer issues and enhancing service levels.
- Update company's data base with new customer information and manage data retrieval of current customers, accurately and in a timely fashion.
- Received an average 85% customer satisfaction rating to date, 15% higher than company average.

### Team Member

#### Islamabad – RMS Global Corp

2019 - 2020,

- Customer Service Representative (CSR).  
Sharing key points about talking effectively and efficiently with the customer.
- Gained a massive experience about how the system works under an experienced HR Manager.

## EDUCATION

### Matriculation

#### Siddeeq Publice School

2012,

### F.Sc

#### Paigham College of science & commerce for Boys

2015,

%courses

Pre-Engineering

### Bachelors

#### COMSATS University Islamabad

2018 – Present

Bs Physics

## SKILLS

Support Specialist

Technical Support

Buisness Listings Specialist

listing concierge

Clients Support

Order Fulfillment

Telemarketing

Teamleading Skills

Innovative

Complaint resolution

Report Preparation

## LANGUAGES

English

Limited Working Proficiency

Urdu

Full Professional Proficiency

Punjabi

Full Professional Proficiency

## INTERESTS

Web Developing

Communication

Entertainment