

**HAFSA ARIF**

Phone: +9231210

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82611

Email:

hafsa.arif20@gmail.com

**OBJECTIVE**

Dedicated customer care representative

for 1 year and 5 months

dedicated to providing quality care for

ultimate customer satisfaction. Ability to establish and maintain excellent communication and relationships

with clients. Dedicated to identifying customer needs and delivering effective solutions to all problems.

E

xcellent time management skills combined with a superior knowledge of the customer service industry.

Punctual, hardworking and responsible.

**EXPERIENCE**

**TRG**

Pakistan

**iBEX**

Customer care representative

| 2019



Hired as a chat customer care representative

afte

r working there they promoted to Cash Loss and

blacklisting

team.



Worked in Email team

.



Vendor Calling Team.



Worked

as a QA

(

Quality Checkup

for the new on boarded vendors (clients)

)

of Home

-

chef.

**TRIBE CONSULTING**

Customer

Care Representative

| 2021



Sales Executive

**f**

**oodpanda**

Business

Development

Officer

| 2022



In this we have to

keep the

**Quality Check**

to get the vendors on boarded.



W

e have to maintain a good

quality

check of products, functions, packaging and special

requirements.



Ensures that the final product observes the company

’

s quality standards.

2



Responsible for the development and implementation of inspection activities, the detection and

resolution of problems, and the d

elivery of sati

sfactory outcomes.



Developing a workflow for product inspection.



To insure

to maintain

the growth of the organization via Calls and Email.

**EDUCATION**

Matriculation

in Science from Civic School

Intermediate in Arts in process

**SKILLS**



Microsoft word, Excel and PowerPoint



Salesforce



Team work



Spread sheets



Email

communication



Social media



Trust building



Able to

handle multiple

tasks on a daily basis.