

SHAHMEER AHMED

Customer Support Executive (Inbound)

PROFILE

An Accounting student, have knowledge and skills of fundamentals of Financial Accounting and Business Economics.

Driven Customer support Executive with experience as primary point of escalation for high-level client question, needs, wants and complaints. Passionate about delivering superior interactions with customers by hearing issues, requirements and requests to provide first-class customized solutions. Dedicated to identifying trends by analyzing customer records, purchases, inquiries and complaints to develop rapid solutions.

CONTACT

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+92 318 1272751

WEBSITE:
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EMAIL:
ahmedshahmeer60@gmail.com

HOBBIES

- * Like to explore corporate world and trending operations
- * Like to play Cricket sometimes
- * Stock market operations

EDUCATION

Board of Intermediate Education, Karachi

Aug 2016 – Sep 2019

Higher Secondary School Certificate (Pre-Engineering)

Institute of Cost and management Accounting Pakistan

Dec 2019 – Dec 2021

Cost and Management Accounting (CMA)

Attended first semester (Subjects including: **Fundamentals of Financial Accounting, Business Economics, Business language Report writing**)

Currently studying:

MIDDLESEX UNIVERSITY Dubai

B.A Business Management (Finance)

IELTS band 6.0

WORK EXPERIENCE

Pinnacle Enterprise (Customer support specialist)

Ph no. +92 21 353 80201

Aug 2021 – January 2022

- * Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- * Caters to customers via online chat, email and live calls and other back-office work assigned by management related to Contact center.
- * Obey and comply with all lawful and reasonable instructions given by the Manager, including duties which may reasonably expected within the scope of Inbound operations.
- * Use of necessary software including (MS Office) related to work.

SKILLS

- * Proficient in MS Office
- * Bilingual (English and Urdu)
- * Excellent Communication skills
- * Excellent written and oral communication
- * (35) WPM Typing speed
- * Basic skills of Accounting in sheet and Accounting rules
- * Creative problem solving

