**Flat # P401 Plot 3C 4/3A, Qazi House Nazimabad # 3 Karachi Pakistan**

**Phone: || 0321-3104571**

**PERSONAL INFORMATION**

**Full Name:** Zohaib Akhtar

**Nationality:** Pakistani

**National ID:** 42101-6776833-5

**Profession:** Business Developer / Sales Expert

**EDUCATIONAL BACKGROUND**

**Intermediate**

* Intermediate in Commerce from karachi Board (2019 - 2021)

**Matriculation**

* Matriculation in Computer Science from New Millennium Secondary School (Karachi Board 2014-2016).

**LANGUAGES**

* English (Fluent)
* Urdu (Fluent)

**TRAINING, AND IT SKILLS**

* English Linguistic
* Email Writing
* Internet surfing
* MS-office

**WORK EXPERIENCE**

**Systems Limited -Karachi**

Fake Diplomas, Real Cash: Pakistani Company Axact Reaps Millions! |  Pakistan Cricket Forum - Cricistan 

**CHAT SUPPORT AGENT**

BPO INDUSTRY

10/2020 – 6/2022

* **RESPONSIBILITIES**
* Processing Documents and files for providing Mortgages.
* Chat Based Assistance.
* Making all hurdles clear to provide the Mortgage to the Customer.
* **ACHIEVEMENTS**
* Got Salary based increment twice in one year.

**BitSync Digital-Karachi**

Fake Diplomas, Real Cash: Pakistani Company Axact Reaps Millions! |  Pakistan Cricket Forum - Cricistan

**CHAT SUPPORT**

BPO INDUSTRY

11/2019 – 04/2020

* **RESPONSIBILITIES**
* Maintaining Data for all IT products
* Providing chat support for purchasing

**Pinnacle -Karachi**



**CHAT SUPPORT**

BPO INDUSTRY

11/2018 – 10/2019

* **RESPONSIBILITIES**
* Offering chat and support services to the health care client.
* Ensure delivery time for the medical equipment like wheelchair, injection etc.
* Dealing with return and exchange inquiries.

**NP Digital -Karachi**

Fake Diplomas, Real Cash: Pakistani Company Axact Reaps Millions! |  Pakistan Cricket Forum - Cricistan

**QUALITY ASSURANCE & CHAT SUPPORT**

BPO INDUSTRY

09/2018 – 11/2018

* **RESPONSIBILITIES**
* Provide support to ensure installation date and time for tv internet and phone service in the USA.
* Confirm the availability of the client at the time of installation.
* Make calls over the cancelled appointments.

**Verizon -Karachi**



**INTERNEE**

BPO INDUSTRY

07/2012 – 09/2012

* **RESPONSIBILITIES**
* Making calls to confirm the availability of service providers for TV, internet and phone in the USA.
* Inform customers about the available services options in the area.
* Transfer the calls to closer to ensure possibility of switching the service provider

**REFERNCE**

To be furnished upon.