



# Muhammad Mohib

Customer Service Representative

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Short and engaging pitch about yourself.

## WORK EXPERIENCE

### HeyTech Ltd

Customer Service Representative/Inbound  
Calls Executive

12/2022 - Present

Answering questions about a  
company's products or services.  
Processing orders and transactions.  
Resolving issues and  
troubleshooting technical  
problems. Delivering information  
about a company's offerings.  
Providing proactive customer  
outreach. Handling customer  
complaints. Collecting and  
analyzing customer feedback.

### ATL

Global Communication

01/2018 - 11/2019

Achievements/Tasks

Resolving customer via calls. Closed the deal with fair amount. Q.A the  
customer all information.

### CSR

Cloud Peanuts

01/2022 - 11/2022

Handling customers queries of amazon store of the company. Keeping in  
touch with suppliers regarding purchases. Maintaining ODR of the store  
including A-Z claims, charge back claims and negative feedbacks.  
Leading a team of employees and assigning them tasks.

## CERTIFICATES

English Language Course from Dominos  
(03/2012 - 02/2013)

Certification for the best voice

Best voice

## EDUCATION

### Intermediate

Government Premier College

04/2018 - 03/2020

Courses  
- Commerce

### Study Program

Institution/Place of Education

### B.Com

Private

Courses  
- Commerce

## SKILLS

Time Management Skills Clear Communication Friendly  
Attitude Empathy Business Acumen Product/Service  
Knowledge Adaptability Ability to Use Positive  
Language Self-Control Responsible Patience Excel  
Advance Word Basic Leading Skills

## LANGUAGES

English  
Full Professional Proficiency

Urdu  
Full Professional Proficiency

## INTERESTS

Personal interests are activities enjoyed in a person's  
free time. They can include hobbies, sports, artistic  
expression, leisure activities, volunteering, cultural  
activities, spiritual practices, traditional activities,  
learning pursuits, and personal development.