

# ASIF HASSAN SIDDIQUI

Customer Support Specialist



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## CAREER OBJECTIVE:

To utilize my exceptional communication and problem-solving skills to provide outstanding customer service and support, ensuring customer satisfaction and loyalty while contributing to the growth and success of the company.



## ACADEMIC PROFILE:

2015-2016	College of Tourism & Hotel Management (COTHM) Diploma in Culinary Arts (UK)
2014-2016	University of Karachi B.Com
2009-2011	Bahria College Karachi Intermediate Pre-Engineering
2008	Civilizations Public School Matriculation

## WORK EXPERIENCE:

January 2020- November 2020. IBEX Global

### **Customer Support Specialist (Food panda-PK)**

- Responsible for communicating with customers through various channels such as phone, email, or chat. You should be able to answer their questions, resolve their issues and provide them with the best customer experience possible.
- Handling customer complaints and resolve them in a timely and effective manner. This includes investigating the issue, identifying the root cause and taking corrective actions to prevent it from happening again in the future.
- Have a thorough understanding of the company's products and services in order to provide customers with the necessary support they need. This may include troubleshooting technical issues, providing instructions on how to use the product or service, and answering questions about its features and benefits.

September 2022- Present

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### **Customer Support Specialist**

- Answering customer questions, address their concerns, and provide them with accurate information about products or services.
- Use excellent communication skills to professionally and courteously interact with our Customers via email, online chat, inbound and outbound calls and handling complete social media accounts.
- Resolving customer complaints and ensuring customer satisfaction by listening to their concerns and taking appropriate action.
- Maintaining high standards of customer service by following company policies and procedures and continuously improving customer support processes.



## COMPUTER SKILLS:

- Microsoft Office
- Internet Browsing
- Computer Programming.



## INTERESTS:

- Reading Books
- Internet Surfing
- Music
- Sports include Cricket and Basketball etc.



## PERSONAL INFORMATION:

Father's Name	:	Khalid Ahmed Siddiqui
Date of Birth	:	13-04-1993
N.I.C No.	:	42101-4015892-7
Marital Status	:	Married
Nationality	:	Pakistani
Religion	:	Islam
Domicile/PRC	:	Karachi (Sindh)



## REFERENCES:

Will be furnished upon request.