



Rafay Aamir khan

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📍 A-314, Block A, North nazimabad, Karachi, Pakistan

EDUCATION

O-Level
Beaconhouse School System

Intermediate
Board of Intermediate Education, Karachi

BS (Data science)
Institute of Business Management
08/2022 - Present

WORK EXPERIENCE

CSE
Ibex

Karachi
As a Customer Support Executive at IBEX, I played a vital role in ensuring customer satisfaction by delivering exceptional support and resolving inquiries and concerns. My primary responsibility was to provide prompt and efficient assistance to customers, maintaining a high level of professionalism and empathy. This position required strong communication skills, problem-solving abilities, and the ability to work well under pressure.

SKILLS

- Excellent Communication
- Customer Service Expertise
- Problem Solving
- Patience and Empathy
- Product Knowledge
- Multitasking
- Conflict Resolution
- Time Management

PROFILE

Experienced customer support executive with a year of success at IBEX, recognized as the best agent of the month. With a proven track record in delivering exceptional service, I excel in resolving complex issues and ensuring customer satisfaction. Known for my strong communication skills and ability to thrive in high-pressure environments, I am dedicated to delivering outstanding support and driving positive outcomes.

LANGUAGES

- English
Full Professional Proficiency
- Urdu
Full Professional Proficiency

INTERESTS

- Reading
- Traveling
- Fitness and Wellness
- Volunteering
- Passionate about cars
- Exploring New Places

