



## EHTISHAM HUSSAIN ABID

### PROFILE STATEMENT

I am an Associate Engineer in Mechanical Technology .I was working as an Aircraft Technician in Rawalpindi flying club ANO-M SUB PART F approved MRO at Islamabad International Airport Flight line. I have vast practical experience in the Call Centre Industry. I worked as a Customer service Representative (CSR) on UK based inbound project of an Umbrella company which manages nurse's payroll and Higher Customer service Representative (HCSR) for a period of three years on different Outbound sales projects and campaigns which includes Auto Insurance, Health Insurance, Solar System, Home Remodeling, Life Insurance & Home security Project. I am well conversant with my English language skills in Speaking, Listening, Reading & Writing. I strongly believe in adherence to Occupational Health & work requirements and Regulations. I am eager to learn more to get additional professional knowledge and skills to grow.

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### OBJECTIVE

*Seeking a challenging environment that encourages & enhances my knowledge and capabilities by working in a dynamic Organization that prides itself in giving substantial Responsibility and exposure to new talent.*

### ACADEMIC & PROFESSIONAL QUALIFICATIONS

- Matriculation
- Diploma of Associate Engineering (Mechanical)
- IELTS Academic 7.0 bands (British Council Certificate)

### WORK HISTORY

#### POSITION : CUSTOMER SERVICE REPRESENTATIVE

*Company |WEPAY Technologies UK based (INBOUND) | May 2023 – July 2023 /*

- Working in areas of collections and account information. Gathered Candidate information, resolves inquiries and logs customer calls.
- Processed all account-related requests, issues, or concerns, and provide clear and concise answers.
- Updates customer information and accurate data entry and contact information in Microsoft Excel.
- Maintaining professional attitude of High demand of problem-solving Constant navigation through multiple computer screens.
- Responsible for accurate billing information, making contract agreements, and providing confirmation of changes through email and calls.

#### POSITION : AIRCRAFT MAINTENANCE TECHNICIAN

*Company | Rawalpindi Flying Club | August 2021 – April 2023*

- Troubleshooting and maintenance of Engine and components.
- Refueling / de-fueling, towing and mooring of Cessna Aircraft.
- Maintenance crew duties of Cessna Aircraft.
- Removal, installation / replacement of Engine of Cessna Aircraft and perform required repairs and Functional tests.
- Troubleshooting and maintenance of Engine and components.
- Periodic Inspection of Engine of Cessna Aircraft to determine and maintain serviceability.
- Ensures all required documentation is properly accomplished and Translated Correct which were associated with aircraft/ engine Maintenance.
- Responsible and adhere to all safety and environmental requirements & regulations and manages Own workload & completes relevant paperwork and Translation as Required on time.
- Contributes ideas for improvement & Identifies discrepancies in procedures.
- Strives to achieve deadlines.

**POSITION : CUSTOMER SERVICE REPRESENTATIVE**

*Company | Mars.pbo Pvt Ltd | j-Tele Marketing \ Kalstar.bpo  
OUTBOUND | September 2017 – for almost 2 and half years in different  
companies as mentioned couple Above*

- Achieving sales targets and successfully assisting customer's queries.
- Strong problem solver with the multitasking ability to handle several customer needs with ease.
- Listening to customers' concerns and handling client's .
- Patience and interpersonal communication while handling different customers.
- Giving detailed explanations of services or products.
- Maintaining E-Documentation regarding Detailed Customer Information & Sale's.

**PERSONAL INFORMATION**

- Date of birth : 24<sup>th</sup>, December, 1999
- Nationality : Pakistani
- Religion : Islam
- Passport # : PB1074491

**LANGUAGE**

- **English** : B2 (IELTS Band:7)
- **Urdu** : C1 (Native Language)

