

MUSTAFA JAWED

Contact:

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☎ 03212803929

📍 R/931 Block 18 Fb area,karachi

Skills:

- MS Office
- Team leading
- Decision making
- Microsoft Word
- Microsoft Excel
- Team management
- Problem Solving Communication
- and negotiation skills
- Sales and Negotiation
- Relationship Building Customer
- Service
- Market Research
- Product Knowledge
- Communication

Educational Background:

KASBIT

Currently Enrolled in Business
Administration (BBA) (5th Semester)

Board of Intermediate Education Karachi.

Intermediate (Commerce)

Board of Secondary Education Karachi.

Matriculation (Computer Science)

Profile:

Dedicated Customer Technical Support Representative with 5 years of experience delivering exceptional customer service through online chat platforms. Adept at resolving customer inquiries, providing technical support, and maintaining high customer satisfaction. Seeking to leverage my skills and expertise to contribute to a dynamic customer support team.

Professional Experience:

ModiSoft | Customer Technical Support/Data Entry Agent 11-23-2020 - Present

- Provided prompt and accurate responses to customer inquiries and issues through live chat, ensuring a high level of customer satisfaction.
- Managed multiple chat sessions simultaneously while maintaining quality and efficiency.
- Resolved technical problems and guided customers through troubleshooting procedures.
- Collaborated with cross-functional teams to escalate and resolve complex issues when necessary.
- Maintained detailed records of customer interactions and feedback, contributing to data analysis and process improvement.
- Achieved a customer satisfaction rating during tenure.

Quality Castle | Sales Agent 01-05-2018 - 05-03-2020

- Assisted customers with product selection, answered inquiries, and provided product information to meet their needs.
- Utilized upselling and cross-selling techniques to increase sales revenue and enhance the customer experience.
- Maintained a clean and organized sales floor, ensuring a positive shopping environment.
- Processed transactions accurately and efficiently, handling cash, credit, and digital payments.
- Participated in regular sales training sessions to stay updated on product knowledge and sales techniques.