





## UMAS ASGHAR

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 03345554424

### RELEVANT SKILLS

- MS Word, Excel & Google Sheets
- Fluency in English
- Quality Customer Service

### WORK EXPERIENCE

#### Call Center

In my more than four years of experience, I began as a customer sales representative and due to my exceptional performance and strong work ethic, I was promoted to a team lead role. As a successful team leader, I qualified for the administration post and have worked in various departments, including Quality Assurance Manager, Reporting Head, and Head of Verification Department. I can provide references to support my experience in these roles.

- Departmental Head of Verifiers (2023 - Present)
- Head of Reporting Department (2023 - Present)
- Head of Quality Assurance (2022 - 2023)
- Sales Team Leader (2020 - 2022)
- Customer Sales Representative (2018 - 2020)

### EDUCATION HISTORY



#### **Bachelor of Science in Computer Science**

Institution: Superior Group Of Colleges  
Year of Graduation: Continue



#### **ICS**

Institution: Superior Group Of Colleges  
Year of Graduation: 2018