

Shahzaib Ahmed

About me

With expertise in Amazon catalog and customer support, I offer exceptional skills in optimizing product listings and resolving customer inquiries with courtesy. I am eager to apply my successful track record to a new role and make a valuable contribution to your team.

Contact Me



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House no 537, Street 20, I-10/4 Islamabad

Education

- 2017-2019
FG Degree College
Hyd, Saddar, Cant

Fresh

Work Experience

- **FoodPanda Customer Support
Ibex Global 2020-21**
 - Customer Handling: Expertly managed inquiries, complaints, and requests with a focus on courtesy and satisfaction.
 - Refunding: Facilitated smooth and efficient refund processes for optimal customer experience.
 - Complaints Queries: Swiftly addressed and resolved customer complaints and queries, ensuring high satisfaction levels.
 - CSAT Management: Proactively monitored and improved customer satisfaction scores.
 - Email and Chat Support: Delivered prompt and effective support via email and chat channels.
- **Customer Service Representative
RMS Global 2020-21**
 - Cold Calling: Persuasive and professional approach in generating leads.
 - Lead Management: Skillfully nurtured leads for optimal sales outcomes.
 - Telemarketing Experience: Proven success in promoting auto-mobile insurance with a customer-centric approach.