



RAFIAH RAZZAQ

Customer Service Associate

0305-5579880

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House no 111, sadaat street 27,
new abadi no 2 grija road via
(dhole syedan) Rawalpindi

EDUCATION

Bachelor in Associate Degree
Punjab University
2018 - 2020

**Intermediate in
Computer Sciences**
Federal Board
2016 - 2018

EXPERTISE

Customer Support
Customer Services
English Fluency
TEAM WORK
Sales
Product Knowledge

LANGUAGE

English
Urdu

Experience

May 2023 - Present
Python Leads LLC | 19/3 Islamabad
Training Exective

Responsible for training new customer service employees and supporting experienced employees to improve their performance. It includes creating educational material, product knowledge, conducting training sessions, identifying skill gaps, enhancing communication skills, and ensuring trainers meet their daily targets.

2022 - 2023
Touchstone Communications | Saddar RWP
Customer Sales Representative
Mortgage Campaign / Solar Campaign

Responsible for handling sales and support for mortgage and solar campaigns. It includes identifying customer needs, providing product information, setting appointments, and ensuring customer satisfaction. Also responsible for meeting sales targets and reporting progress.

2020 - 2022
Legal Assist BPO | Bahria town Phase 7 Islamabad
Customer Sales Representative
Final Expense Verifier / Medicare / Solar / Personal
Injury claim

Responsible for generating leads, setting appointments, creating needs of the customer, identifying customer needs and communicating them to the sales team. Also responsible for verifying final expense claims, Medicare claims, solar claims, and personal injury claims. Ensuring customer satisfaction and meeting sales targets.

2020 - Nov 2020
The Braindots | Bahria town Phase 4 Islamabad
Customer Sales Representative
Technical Support Officer

Responsible for generating leads, setting appointments, creating needs of the customer, identifying customer needs and communicating them to the sales team. Also responsible for providing technical support to customers, ensuring customer satisfaction, and meeting sales targets.