

USAMA ABBASI

User Generated Content

Associate | Daraz



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PROFILE

At Daraz, I began as a Customer Care Representative in the Inbound channel and progressed to L2. I then managed Daraz's outbound operations before being promoted to Team Lead in the Partner Support Center. Currently, I work as an Associate in the User Generated Content team within the Department of Traffic Ops.

During my two-year tenure at Ibex, I served as a Customer Care Representative, handling customer inquiries for Careem, Unicef Covid-19 Helpline, and Foodpanda Rider Support Services.

EXPERIENCE

	DARAZ - USER GENERATED CONTENT ASSOCIATE (TRAFFIC OPS) <ul style="list-style-type: none">Acting Team Lead - PSCBackup Lead - Daraz Outbound OperationsCare Champ - L2 (Supervisor Desk)Care Champ Inbound	Present
	IBEX - CUSTOMER SUPPORT REPRESENTATIVE <ul style="list-style-type: none">Foodpanda Dispatch (Rider Support)DarazUnicefCareem	Apr 2021 May 2021 Oct 2019

EDUCATION

ADP - Business Administration - (Enrolled)
2023 - Present
BS Information Technology - (Drop Out)
2017 - 2019

SKILLS

- MS Excel
- MS Word
- Power Point
- SQL

LANGUAGES

- English
- Urdu