

• **Fasiha Mariam**

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Address: Plot 7 Mac Manzil second floor rambagh quarters sadder, Karachi.

• **CAREER OBJECTIVE:**

I aim to secure a role where I can fully utilize and enhance my skills. As a motivated student, I aspire to become a customer support and sales agent. My intention is to leverage my effective communication abilities to ensure the utmost customer satisfaction for every interaction. I am committed to pursuing the best opportunities and advancing in my career.

• **ACADEMIC QUALIFICATIONS:**

Intermediate – Science, 2020

Govt College for Women's Shahrah Liaquat

Matriculation – Science, 2016

JMA School

Graduation - BS in psychology (In-progress)

Virtual University

• **WORK EXPERIENCE:**

1. Fatima Bai Hospital (Aug 2018- 2020) Working as a Physiotherapist

I have experience working as a physiotherapist.

2. Sales Agent – Saaitech, 2021

I have experience selling product services in the UAE, which included offerings such as SIM card

plans and internet services. In this role, I also provided real-time customer support to address any inquiries or concerns they had.

3. CSE Agent – IBEX, TRG, 2021 (July-Nov)

To work as a CS agent for food panda camping, where we used to deal with customers via email and live chats and solve their queries on live and nonlive cases.

4. CSE, Sales, and Fulfillment (SES) - Pinnacle Enterprises - GETUS(Dec 2021-onGoing)

I am currently employed in a role where I sell services to customers in Canada, including internet, TV, and home phone services. In addition to sales, I also offer customer support to address their inquiries in real-time scenarios. Furthermore, I'm an integral part of the fulfillment team, responsible for order processing and ensuring timely shipments to fulfill customer orders. I've also received training as a technical agent, enabling me to effectively resolve any technical issues related to the services we offer.

• SKILLS:

- Time Management
- Emotional Intelligence
- Communication Skills
- Anger Management
- Teamwork
- Stress Management
- . Retention skill

• CONCEPTUAL SKILLS:

- Creativity
- Problem Solving
- Decision Making

• **DOMAIN-SPECIFIC SKILLS:**

- Customer Service
 - Sales
 - Basic Project Management
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• **REFERENCE:**

will be furnished upon request.