



Christopher Jacob

Customer Service Representative / CSR / TSR at Axact

An experienced individual with strong interpersonal skills, positive attitude, and teamwork abilities. To find employment in a Call Center position, to apply exceptional selling skills and product knowledge, and great communication skills to achieve and improve on customer satisfaction and successful product sales

Contact Info

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House No. 222 Christian Compound, Police Head Quarters, Garden Road South. Karachi, Pakistan

Strengths & Skills

- ✓ Client Support
- ✓ Customer Service
- ✓ MS Excel
- ✓ Sales
- ✓ Communication Skills
- ✓ English
- ✓ MS Office

- ✓ Computer skills
- ✓ Listening Skills
- ✓ MS Word

Academics

Title	Institute	Score	Date
Higher Diploma in Software Engineering	Aptech IT institute, Karachi		2023
Intermediate	Government Islamia Arts & Commerce College, Karachi	40%	2018
Matric	St.Francis High School, Karachi	45%	2014

Studied Attech - 35
Year

Certifications

Title	Authority	Date
SEO	Ministry Of Information and Technology Government of Pakistan	Starting February 2020

Experience Less than 1 Year

Company	Designation	Duration	
Eplanet Communications	Customer Retention Specialist	Feb 2020 - Nov 2020	9 months
Callmax Pakistan	Sales Executive	Jan 2020 - Feb 2020	1 month
Axact	Customer Service Representative / CSR / TSR	Nov 2019 - Jan 2020	2 months
TechSys	B2B Sales Agent	Apr 2018 - Oct 2019	1.5 years

Work History

Eplanet Communications Feb 2020 - Nov 2020 (9 months)

Customer Retention Specialist

Karachi, Pakistan

- Worked in Eplanet Communications as a Customer Retention Specialist.
- Handling 5 Clients Inbound calls
- Inbound call center
- Responsible in retaining the customers and saving a sale for company and saving refunds as well.

Callmax Pakistan

Jan 2020 - Feb 2020 (1 month)

Sales Executive

Karachi, Pakistan

- UAE campaign
- Used to call the customers on behalf of Etisalat network to offer better offers and packages at lower cost.
- Sales jobs
- Used to convert Du network customers to Etisalat network

Customer Service Representative / CSR / TSR

Karachi, Pakistan

- Worked in an Auto Trading department.
- Responsible for Generating sales.
- Was dealing with international customers, offering them market competitive rates for vehicles.
- Inbound and Outbound calls.

TechSys

Apr 2018 - Oct 2019 (1.5 years)

B2B Sales Agent

Karachi, Pakistan

- Uk Energy campaign.
- Worked as a utility broker.
- Responsible for generating sales.
- Our job was to offer the cheapest electricity & gas prices for the business owner.
- Inbound and Outbound calls

 **Industries**

- BPO
- Call Center
- Information Technology

 **Languages**

- Punjabi - Native
- Urdu - Native
- English - Medium

 **Functional Areas**

- Sales & Business Development

 **Hobbies**

- Football
- Video Games
- Reading
- Cycling
- Traveling