

**CONTACT INFO**

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 ☐ jawwadhusain88@gmail.com

SKILLS

- Professionalism
- Customer Support
- Multitasking
- Problem solver
- Marketing
- Coordination and Leadership

EDUCATION**INTERMEDIATE - SCIENCE**

DELHI COLLEGE

2006

DIPLOMA OF IT**(NETWORKING)**

AICL SYDNEY 2010

(17 COURSES)

DIPLOMA OF HOSPITALITY**MANAGEMENT**

TAFE (SYDNEY) 2012

12 year *Abdul*

JAWWAD HUSAIN KHAN

CUSTOMER SERVICE PROFESSIONAL

PROFILE

Experienced customer service professional seeking a position where I can provide the best customer service possible in order to delight the customer and attract a loyal following. Excellent customer service skills. Consistently professional and friendly with customers and coworkers alike. Savvy to upselling strategies and value-added strategies. Quick learner and adept at adjusting to change in a fast-paced work environment. Work well alone or with others.

EXPERIENCE**CALL CENTER AGENT / EX CO-OWNER)**
FEB 2019 - PRESENT**WORLDWIDE OUTSOURCING SOLUTIONS**

- Answer phone calls courteously for an Real Estate firm. Making outbound calls to the clients who are interested in selling their properties.
- Answered all customer questions and complaints in a professional manner.
- Retrieve customer records in the computer system, enter service notes, and send the links to the service representatives when transferring the calls.
- Reschedule customer appointments for the main office in Newyork.

ASSET RECOVERY SPECIALIST | 2017 - 2019**INTERACTIVE OUTSOURCING SOLUTIONS**

- Inbound/Outbound Calls
- Providing VA to Real estate firm in Newyork
- Using CRM to build the report for every individual client who is willing to sale their property.
- Calling US/ County offices to gather information regarding taxdeed/ Foreclosure sales.

HEAD CHEF | 2016 - 2017**KOLACHI RESTAURANT PENNANT HILLS (SYDNEY)****CUSTOMER SERVICE REPRESENTATIVE | 2014 - 2016**
THE OASIS HAMILTON (NEWCASTLE)**CALL CENTRE OPERATOR | 2013 - 2014**
OPTUS (SYDNEY)

Customer Service
Call Center