

Satifanas Jawed

H#630/ St#13 Azam Town Mehmoodabad
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Professional Summary

Highly skilled and meticulous Call Center Representative with a superb record of customer satisfaction and successful sales. Adept multitasked able to address multiple customer and company tasks with the highest degree of professionalism and accuracy.

Experience



Call Center Representative 2019 - Present PTCL

- Dealing with calls in a highly professional manner.
- How to act as the first point of telephone contact for a customer.
- Handling complaints in a diplomatic way.
- Accurately updating customer records with information.
- Responding to customers who have special communication needs, such as language difficulties or disabilities.
- Answering any queries quickly and efficiently.
- Quickly understanding a callers point of view and to empathize with them.
- Able to respond and adapt to the needs of all customers.
- Fully aware of all laws & regulations regarding data protection.
- Quickly processing information.



Call Center Representative 2018 - 2019 Domino Pizza

- Conducted inbound telephone calls for a wide variety of consumer products and services.
- Entered customer data on company computers accurately and completely.
- Answered customer product questions fully and accurately.
- Assisted with quality assurance process as required.



Call Center Representative Aug 2017 to Dec 2017 Pizza Hut

- Conducted inbound telephone calls for a wide variety of consumer products and services.
- Entered customer data on company computers accurately and completely.
- Answered customer product questions fully and accurately.
- Assisted with quality assurance process as required.

Education

- Matriculation from Karachi Board.
- Intermediate from Karachi Board.
- B.Com from Karachi University.

Personal information

Father's Name : Jawed Masih
Date of Birth : 28 - 02 -1995
Cnic No : 42301-2244174-9

Computer Literacy

- Microsoft Excel
- Microsoft Word
- Microsoft Power Point

References

- Available on request