

# 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