

CURRICULUM VITAE

ASAD KAMAL

Address: House # D-355, New Dhoraji, Block-3 Gulshan-e-Iqbal, Karachi .

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OBJECTIVE

To work in a leading organization where I can polish my skills and serve the organization in the best possible manner. Attain the highest level of performance of meet the employers' interest and requirement. Make every possible effort to perform duties with due care and competence.

ACADEMIC QUALIFICATION

- **MATRICULATION(science) from Board of Secondary Education Karachi**
- **INTERMEDIATE(Arts) From Board of Intermediate Karachi**
- **Bachelor's in Commerce From Karachi University (Pursuing)**

WORKING EXPERIENCE

- **The Deligance Network**
(Sales and Lead Generation Officer) 2018-20
Used to take calls and finalize the leads it was regarding holidays and vacations for couples in US.
- **Ibex.**
(Customer Support Executive) 2020-21
Used to take chats, E-mail and calls to solve the queries of Customers from Malaysia, Singapore Hong Kong, Japan, Philippine and Thailand in real time with achieving all the three KPIs quality assurance, average handling time and customer satisfaction through ratings

EXTRA QUALIFICATION

- **Berlitz 2018**
4 levels of American English Language (Certified)
- **Digital Marketing 2019**

LANGUAGES

- **English in frequency with Accent**

PERSONAL SKILLS

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|----------------------------|----------------------|------------------------|
| • Digital Marketing | • Soft Skills | • Quick Learner |
| • Leadership | • MS Office | • Communication |