



AHMAD FARAZ

Customer Service Executive

About Me

Dedicated and customer-focused professional with a proven track record in customer service roles. Seeking opportunities to leverage my experience and skills



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Al Baraha Dubai

LANGUAGE

- English (basic)
- Urdu
- Punjabi

EXPERTISE

- Management Skills
- Customer Service
- Public Dealing
- Communication
- Team Collaboration

EDUCATION

Intermediate

FSc. Pre Engineering
2017-2019

Matriculation

Science
2015-2017

EXPERIENCE

Call Center Representative

Bitget

Feb 2024 -May 2024

Providing advice, information and assistance to callers and attempting to resolve their queries on first contact

Telecaller

DhooH Alabyath Technologies EST.

Sep 2023 -Feb 2024

Guided and resolved all customer issues to achieve satisfactory conclusion.

Professional Waiter

Fri Chiks Private limited

2020 - 2023

Execute top quality customer service including greeting guests receiving orders and accommodating the needs

Server

Cafe Zouk Restaurant Lahore

2019 - 2020

Persuasively introduced new menu items to customers leading to a 15% increase in customer purchase subsequently boosting the monthly revenue.

Host/Food Handler

PrimeIn Hotel Lahore

2019 - 2020

Exemplary Services by greeting guests courteously, taking orders accordingly and making recommendations.

SKILLS SUMMARY

Management 89%

Customer Service 92%