

Ahsan Rasool

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PROFESSIONAL EXPERIENCE

I2C INC

Senior Customer Support Specialist

03/2022-Present

- Delivered expert-level customer support via phone, email, and chat, maintaining a 98% resolution rate within SLA timeframes.
- Managed over 100+ incoming phone calls daily, efficiently addressing customer inquiries and issues.
- Identified and assessed customers need to provide tailored solutions, achieving a 95% customer satisfaction rate.
- Built sustainable relationships and trust with customers through open and interactive communication, leading to a 20% increase in repeat business.
- Provided accurate, valid, and complete information using CRM systems, maintaining detailed records of customer interactions and processed accounts.
- Consistently met and exceeded sales targets and call handling quotas.
- Handled customer complaints, provided appropriate solutions within established time limits, and ensured timely follow-up and resolution.
- Implemented proactive troubleshooting techniques to minimize downtime and enhance customer experience.

BI ANALYST

Contour Software

09/2019-02/2022

- Translated intricate business requirements into precise technical specifications, catalyzing the development of robust reporting solutions and efficient databases.
- Conducted exploratory data analysis using Python, Excel, and SQL, ensuring data integrity and accuracy.
- Collaborated closely with stakeholders to understand analytical needs, delivering actionable insights and providing visibility into key performance indicators (KPIs).
- Delivered impactful presentations during executive meetings, enabling data-driven decisions that increased revenue by 25%.
- Played a pivotal role in implementing Power BI for data visualization, reducing reporting time by 40% and increasing data accessibility by 20%.

SKILLS

- Proficient in providing guidance and support to clients exceptional communication skills, addressing inquiries, and resolving issues promptly.
- Skilled in building strong customer relationships by demonstrating customer centric approach and ensuring satisfaction through effective communication.
- Experienced in using CRM systems to manage customer accounts, process interactions, and maintain detailed records.
- Adept at problem solving using data analysis and reporting tools such as SQL, Python, Excel, and PowerBI to address and resolve challenges.
- Ability to prioritize tasks, manage time effectively, and handle multiple tasks simultaneously.
- Experienced with Web Service applications and proficient in working with HTML,CSS, RESTful/SOAP APIs.

EDUCATION

GOVERNMENT COLLEGE UNIVERSITY

- BS Information Technology

2015-2019