

ASAD RAFIQ (CUSTOMER SERVICES)

CONTACT

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OBJECTIVE

I am a highly driven recent business school graduate seeking a full-time position in finance where I can lend my knowledge of market analytics to help your organization improve profitability.

CAREER SUMMARY

- Customer service professionals are responsible for addressing customer needs and ensuring they have a positive experience. To perform a customer service role, you need to use customer service skills. This skill set includes qualities like active listening, empathy, problem-solving and communication.

EDUCATION

- **MASTER DEGREE IN BUSINESS ADMINISTRATION (MBA) FROM INTERNATIONAL ISLAMIC UNIVERSITY ISLAMABAD PAKISTAN**

SOFTWARE

- Peach Tree • Quickbook • Outlook • MS Excel

EXPERIENCE

- TCS Private Limited Islamabad Pakistan from 2021 to 2024
 - Manage large amounts of incoming phone calls.
 - Generate sales leads.
 - Identify and assess customers' needs to achieve satisfaction.
 - Build sustainable relationships and trust with customer accounts through open and interactive communication.
 - Provide accurate, valid and complete information by using the right methods/tools.
 - Meet personal/customer service team sales targets and call handling quotas.
 - Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
 - Keep records of customer interactions, process customer accounts and file documents.

- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.

SKILLS

Team Player as well as competitive individual with problem solving skills. ▪Positive attitude, friendliness and flexibility. ▪Motivated towards target achievements. ▪Efficient in Ms. Excel, Ms. Word, Ms. PowerPoint, Ms. Outlook, etc. ▪Oracle Based Software's like OMS, MIS etc

80%

INTERESTS

- TECHNOLOGY •TRAVELLING •AUTOMOBILE •VIDEO GAMING

LANGUAGES

- ENGLISH •ARABIC (READING & WRITING) •URDU/HINDI

PERSONAL INFORMATION

- FATHER NAME. : MUHAMMAD RAFIQ
- D.O.B. : 15-5-1996
- MARTIAL STATUS: SINGLE
- NATIONALITY. : PAKISTANI
- VISA STATUS. : VISIT VISA
- JOINING STATUS : IMMEDIATELY JOINING
- PASSPORT NO. : GA9569801
- EXPIRY DATE. : 06-10-2032