



Hamza Irshad

Customer Support Executive

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SUMMARY

A highly motivated and experienced Customer Support Executive with over 3 years of diverse experience across logistics, retail e-commerce, and TV/Internet industries. Demonstrated expertise in utilizing industry-specific tools to effectively resolve customer inquiries, manage issues, and drive customer satisfaction. Possesses excellent communication, problem-solving, and technical skills, with a proven ability to handle complex situations and achieve positive outcomes.

EXPERIENCE

12/2022 - 12/2023

Technical Customer Support Representative

Nexa Solution Pvt Ltd.

- Resolved customer inquiries via email, phone, and chat regarding online orders, product troubleshooting, and returns/exchanges.
- Utilized Salesforce Service Cloud to manage tickets, track customer interactions, and identify recurring issues for product improvement.
- Achieved a 90% first-call resolution rate by actively listening to customer concerns, providing accurate information, and offering swift solutions.
- Developed and implemented new customer service protocols that streamlined internal processes and reduced resolution times by 15%.

11/2021 - 12/2022

Customer Support Executive

Nexa Solution Pvt Ltd.

- Provided excellent customer service via phone and email, assisting with bill payments, technical troubleshooting, and product upgrades.
- Upheld a 95% positive customer satisfaction rating by consistently exceeding expectations through empathy, patience, and problem-solving skills.
- Achieved a 15% conversion rate on sales calls by tailoring product recommendations to individual customer needs and exceeding company sales targets.

01/2021 - 11/2021

Dispatcher

Union Logistics Inc.

- Managed fleet operations via Motive Dashboard, monitoring driver activity, shipments, and adherence to safety regulations.
- Coordinated real-time logistics, rerouting deliveries and resolving driver issues to ensure on-time deliveries and client satisfaction.
- Maintained comprehensive driver logs and records, ensuring compliance with DOT regulations and company policies.
- Built strong relationships with drivers, providing support and addressing their concerns to optimize fleet performance.

EDUCATION

2017 - 2021

Bachelors of Science in Computer and Information Sciences

Pakistan Institute of Engineering and Applied Sciences

- Head Operations - PIEAS Media Club

- Head Management - PIEAS Sports Society
- Head Media - PIEAS Sports Society

2015 - 2017

Intermediate in Computer Sciences
Forman Christian College

SKILLS

Motive Dashboard	Problem-solving
Salesforce Service Cloud	Time Management
CRM systems	Customer Service
Microsoft Office Suite	Team Leadership
Effective Communication	

LANGUAGES

English	Fluent	Urdu	Native
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