



HASSAN JAVED

Customer service Representative

+971 565 795 865 shehroziqbal2000@icloud.com

Al Barsha, Dubai, UAE

EDUCATION

Digital Marketing

Brains College

2019 - 2020

Bachelor of Information Technology

Punjab University

2015 - 2019

Information Technology hardware for beginners

Brains College

2014 - 2015

SKILLS

- Communication skills
- Active listening
- Problem-Solving
- Time management
- Adaptability
- Teamwork
- Positive Attitude

LANGUAGE

- Punjabi (Bilingual or native language)
- Urdu (Bilingual or native language)
- English (Professional competence)

PROFIL

Dedicated Customer Service Representative with over 3 years of experience in delivering exceptional support and achieving high customer satisfaction. Strong problem-solving abilities and excellent communication skills, both verbal and written. Proficient in managing high-volume calls and handling customer queries efficiently. Skilled in utilizing CRM tools to track interactions and improve services. Committed to maintaining a positive company image and building customer loyalty.

WORK EXPERIENCE

Grandiose Supermarket

2023 - Present

Customer Service Representative

- help customers with inquiries, product information and resolving issues.
- Address and resolve customer complaints effectively and professionally.
- Maintain a thorough understanding of products, promotions and store policies.
- Assist at the checkout area, ensuring smooth transactions and bagging of groceries.
- Process returns and exchanges according to store policies.

Wall city call center

2020 - 2023

Customer Service Representative

- Handle incoming calls from customers, addressing their questions and concerns.
- Promote products and services when appropriate, contributing to sales goals.
- Ensure timely follow-up on unresolved issues and communicate updates to customers.

Bellway Company

2019 - 2020

Digital Marketing trainee

- Assist in developing engaging content for blogs, social media and websites copy.
- Collaborate with the team on various digital marketing campaigns and initiatives.
- Conduct research strategies to inform marketing efforts.