



JAWAD SADEEQ

CUSTOMER CARE REPRESENTATIVE

CONTACT

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Email

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Address

Al Muteena Park, Dubai

Nationality

Pakistan

Status

Single

EXPERTISE

- Technical Support
- MS Office
- Data Entry
- Web Browsing
- Customer Service Representative

LANGUAGE

English

Urdu

Pashto

VISA STATUS

From 2 June till 31st July, 2023

ABOUT ME

I am a dedicated, organized and methodical individual. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas. I have an active and dynamic approach to work and getting things done. I am determined and decisive. I identify and develop opportunities.

EDUCATION

- **Agriculture University 2015-2019**

Bachelor of Science in Information Technology

- **Peshawar Model Degree College 2011-2013**

Fsc(Pre-Engineering)

- **Peshawar Model School Boys-5 2011**

Science

EXPERIENCE

- **Jazz | Customer Care Representative**

March, 2021 - January, 2022

- Identify and assess customers' needs to achieve satisfaction
- Provide accurate, valid and complete information by using the right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Follow communication procedures, guidelines and policies

- **Zong | Customer Service Representative**

Feb, 2020 - Feb, 2021

- Maintaining a positive, and professional attitude toward customers at all times.
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating with customers through various channels.

- **Ptcl | Technical Support Staff**

April, 2019 - May, 2019

- Provide Technical Support to employees of Organization.
- Identifies, investigates, and resolves users problems with computer software and hardware.
- Identifying Hardware and Software Solutions