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📍 Dubai, UAE



# Saim Abbas

## Summary

Dedicated and results-driven Customer Service professional with years of experience in delivering exceptional customer experiences. Proven expertise in managing customer inquiries, resolving issues, and ensuring client satisfaction. Adept at leveraging effective communication, problem-solving, and relationship-building skills to exceed customer expectations

## ► Skills

- International sales support
- Essence of project management
- Exceptional communication skills
- Problem solving skills
- Create data visualizations
- Effective project supervision
- Efficient multitasking

## ► Education

Bachelor in Business Administration:  
Iqra University Karachi – 2022 to Present

Diploma in Commerce:  
SBTE Karachi – 2018 to 2020

Intermediate in Pre-Engineering:  
BIEK Karachi – 2016 to 2018

Matriculation in Science:  
BSEK Karachi – 2014 to 2016

## ► Certification

- Business English ► US Consulate General Karachi
- Data Analyst ► Hadi E-Learning Lahore, Pakistan

## ► Work history

**International Call Center Agent** – 11/2021 to 07/2022

**TCS Courier Service.**, Karachi

- Adapted operational meetings for process optimization, achieving efficiency gain.
- Proactively responded to change, reducing customer response time.
- Leveraged data for enhanced performance, increasing customer satisfaction.

**Customer Service Operator** – 07/2021 to 10/2021

**IF Logics Services.**, Karachi

- Managed queries opening/closing procedures.
- Analyzed data to drive efficiency & performance gains.
- Streamlined problem-solving for satisfied customers.

**Customer Relationship Officer** – 12/2019 to 08/2020

**Leopards Courier Services**, Karachi

- Provided rapid phone support, ensuring timely assistance for customers.
- Efficiently handled high call volumes, maintaining short hold times for prompt service.
- Handled customer issues promptly to ensure satisfaction.

**Customer Service Officer** – 12/2017 to 11/2018

**TPL Trakker Pakistan**, Karachi

- Monitored metrics and developed actionable insights to improve efficiency and performance.
- Maintained in-depth product knowledge for exceptional customer service.
- Maintained industry expertise through ongoing training programs.
- Educated customers about current and new programs/services, fostering awareness and engagement.