

Shan Ali

Customer Support Representative

✉ Shanalipanhwer@gmail.com

☎ +923000551697

🌐 www.linkedin.com/in/shan.ali/

I am an experienced and customer-focused professional with a proven track record as a Customer Support Representative. Skilled in active listening, problem-solving, and delivering exceptional service, I am dedicated to ensuring customer satisfaction. With a Bachelor of Science degree and a strong attention to detail, I excel in providing product information, troubleshooting, and resolving complaints. Committed to continuous learning, I am always seeking to enhance product knowledge and customer service skills.

Experience

Customer Support Representative at GEMX TECH XPERTS

Mar-2023---OCT-2023

- Responding to customer inquiries, concerns, and requests through various channels.
- Resolving customer complaints and finding satisfactory resolutions.
- Collaborating with internal teams to relay customer feedback and contribute to overall customer satisfaction.
- Providing product or service information and educating customers.
- Continuously learning and improving product knowledge and customer service skills.

Call Center Services at Syed Muhammad Ahmed PVT LTD

DEC-2023---March-24

- Respond to customer inquiries, concerns, and complaints through various channels.
- Provide excellent customer service by actively listening, showing empathy, and resolving issues effectively.
- Troubleshoot problems and offer appropriate solutions.
- Assist with billing inquiries, payment processing, and resolving discrepancies.
- Maintain accurate records of customer interactions.

Education

BACHELOR OF SCIENCE SINDH UNIVERSITY

SECOND DIVISON

Language

Sindhi
Urdu
Siraiki
English

Skills

- Problem Solving
- Excellent Communication
- Continues learning
- Active Listening
- Professionalism
- Time Management
- Eye for Detail
- Patience and Empathy