

Shan Ali

Customer Support Representative

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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

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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

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BACHELOR OF SCIENCE

SINDH UNIVERSITY

SECOND DIVISON

Language

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Sindhi

Urdu

Siraiki

English

Skills

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