



CONTACT

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zeeshanamanat3434@gmail.com

Dubai Al Barsha in front of day to day

EDUCATION

Matriculation

BISE Rawalpindi
2016

Intermediate

BISE Rawalpindi
2018

Bachelors

University of Punjab
2020

SKILLS

- Certified and proficient in Microsoft Word, Excel, Outlook, and PowerPoint.
- Familiar with CRM tools.
- 40PM TYPING SPEED.
- Good verbal and written communication skills.
- All knowledge accounting bookkeeping/reconciliation/journal entries
- Video Editing/Graphic Designing

ZEESHAN AMANAT

WORK EXPERIENCE

Bitculture (Dubai)

Tele Sales Agents. 08/2023 - Present

Properly directed 100 inbound calls daily in phone queues to improve call flow. Handled customer complaints and provided alternative solutions to ensure the resolution of complaints. • Assist customers in placing orders, fulfilling refunds, and handling exchanges.

PRESENTATION CONVERT SCHOOL HEAD OFFICE

ADMINISTRATIVE ASSISTANT 03/2020 -- 07/2023

• Work in a confidential highly responsive relationship with management. • Prepare letters, presentations reports as required. • Schedule Executive Travel and staff meetings. • Phone calls and email requests. • Monitored office supplies and replenished stock as necessary.

CUSTOMER SERVICE REPRESENTATIVE

EXPERT LINKS (PVT) LTD. 01/2019 --03/2020

• Maintained accurate and current customer account data with manual forms processing and digital information updates. • Facilitated information flow between customer service, account management operations, quality assurance, training, and payroll departments to guarantee call center objectives were met. • Wrote and proofread orders with utmost detail reflecting pricing and discounts.

REFERENCES

- Will be furnished if required.