

MUHAMMAD ANAS ABBASI

+92-317-0814917 | anasabbasi2001@gmail.com | www.linkedin.com/in/anas-abbasi-5a5813253

Education

Pir Mehr Ali Shah Arid University (PMAS)

Bachelor in Information Technology

(Oct 2020 –June 2024)

Key courses: Object Oriented Programming, Database Systems, Computer Networks, Data Structures & Algorithms, System Network & Administration, Mobile App Development

Professional Experience

Communication Skill Job – Customer Service Representative (Remote) at USA based company called

Encore Surgical Supplies

Roles & Responsibilities:

(Aug 2024 – Present)

1. Outreach and Communication:

- You proactively reach out to Doctors’ Assistants via phone calls. These calls serve as your initial point of contact with potential clients.
- During these conversations, you introduce Encore Surgical Supplies’ products. This includes explaining their features, benefits, and how they can address the needs of medical professionals.

2. Product Knowledge:

- A crucial aspect of your job is having in-depth knowledge about the surgical supplies your company offers. You need to understand the specifications, use cases, and advantages of each product.
- When speaking to Doctors’ Assistants, you should be able to answer their questions and address any concerns related to the products.

3. Persuasion and Convincing:

- Your goal is to convince Doctors’ Assistants that Encore Surgical Supplies’ products are the right choice for their needs.
- Effective communication skills are essential here. You’ll need to highlight the unique selling points, quality, and reliability of your products.

4. Building Relationships:

- Beyond just selling products, you’re also building relationships. Establishing trust with Doctors’ Assistants is crucial.
- Be empathetic, listen actively, and understand their pain points. Tailor your approach based on their specific requirements.

5. Scheduling Follow-Up Meetings:

- Once you’ve piqued their interest, you ask for further engagement. This could be through email or a Zoom call.
- During these follow-up interactions, you dive deeper into the details. You discuss pricing, customization options, and any other relevant information.

6. Remote Work Environment:

- Since your job is remote, you likely have a home office setup. Make sure you have a quiet space, a reliable internet connection, and necessary tools (like a headset).
- Time management is crucial. Balancing outreach calls, follow-ups, and administrative tasks efficiently is key to success.

Remember, as a Customer Service Representative, your attitude matters. Approach each interaction with a positive mindset, genuine interest, and a willingness to help.

Certifications

Digi-Skills -Freelancing Certificate Completion

(June 2020 – Aug 2020)

Key Topics: Freelancing Basics, About Freelancing Platforms, Learn Ways to Initiate a Conversation with The Client

Mobile App Development Flutter Course from Alison App

Key Topics: Basics of Dart, Learn About Flutter Widgets, List View & Grid View, Stateless and Stateful Widgets, Screen Shifting through Routers, Locally Stored Data Through Shared Preferences, Firebase Basics

Projects

FYP Project –Online Auction App

(Aug 2023 – July 2024)

- Google One-Time Sign-In
- Dashboard For Results and Reports Through Graphical Representation
- Auction Item Listing
- Winner Announcement

Skills

- Hard Skills:** Android Mobile App Development (Flutter Dart Language, Firebase Authentication, Firebase Database), Word Press Development (Creating and Designing Websites, Setup Woo-Commerce Store for E-commerce Business)
- Soft Skills:** Hard Working, Cross-functional Collaboration, Creative Problem-Solving, Leadership, Adaptability, Communication, Negotiation, Attention to Detail