



Areej Butt

Client Care Head

As a client care head with over 7 years of experience, I have proven track record of managing and supporting clients to ensure their satisfaction with the products or services they receive. My expertise include developing and implementing customer support strategies, analyzing user data to identify trends and areas for improvement. I am skilled in communication, problem solving and customer service.

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WORK EXPERIENCE

Head Client Care

Asysh Group

09/2023 - 05/2024

Islamabad

Manager Business Support

Imarat Group of Companies

04/2022 - 03/2023

Islamabad

Manager Client Care

Imarat Group of Companies

08/2021 - 03/2022

Islamabad

Assistant Manager Client Care

Imarat Group of Companies

01/2020 - 07/2021

Islamabad

Client Care Executive

Imarat Group of Companies

09/2018 - 12/2019

Islamabad

Finance Officer

Careem

12/2017 - 05/2018

Customer Service Officer

Zong CMPAK

07/2014 - 09/2015

Montessori Teacher

Allied School System

08/2013 - 04/2014

CERTIFICATES

Customer Service Foundations (12/2022)

Project Management Skills for Leaders (12/2022)

Emotional Intelligence (08/2022)

EDUCATION

M.COM

University of Central Punjab

09/2015 - 06/2017

Islamabad

B.Com IT

Punjab College of Commerce

09/2011 - 06/2013

Islamabad

SKILLS

Communication

Ms Office

Problem solving

Multi tasking

Obseravtion

HONOR AWARDS

Customer Eccentric Award

Imarat Group of Companies

LANGUAGES

English

Full Professional Proficiency

Urdu

Full Professional Proficiency

INTERESTS

Reading

Photography