



RAHEEL ALTAF

Customer Support Coordinator/ HR Admin

About Me

Results-driven professional with a diverse skill set in Business Operations, Client Relations, Administration, Document Management Systems, PCI Compliance, and Travel Reservation Processing. Proven ability to streamline processes, deliver exceptional client support, and ensure operational efficiency within multifaceted environments.



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Ne#321 Near Mehran Bakery ,
Sir Syed Chowk , Tipu Road,
Rawalpindi , Punjab , Pakistan

Language

- Urdu
- Punjabi
- English

Expertise

- Management Skills
- Creativity
- Negotiation
- Critical Thinking
- Leadership
- Communication
- Time management
- Research

Experience

Agha Jee Printers

'HR & Admin Manager

April 2024- March 2025

Latest Technologies (SMC-Private) Ltd.

HR & Admin Manager

November 2022- March 2024

Touchstone Communications Pvt. Ltd

Supervisor

June 2023- October 2023

Sr.Data Processing Automation Analyst

June 2022- May 2023

Rawalpindi, Pakistan

Gerry's Visa

Supervisor - Qatar Medical Center

January 2022- September 2022

Contact Center Representative

September 2021-Dec 2021

Islamabad, Pakistan

Master Group Of Industries Pvt. Ltd

Sr. Complaint Officer

Aug 2020- Aug 2021

Rawalpindi, Pakistan

JOVI Technologies

Call Center Operations Manager

Apr 2019- July 2020

Islamabad, Pakistan

Metal Tech Factory.

HR Admin Supervisor

Oct 2018- Oct 2019

Rawalpindi, Pakistan

AD-e-ADD

Inbound Customer Service Representative

Sep 2017- Sep 2018

Islamabad, Pakistan

Certifications

- Inventory Management (HP Life)
- Building Rapport with Customers (National Association of State Boards of Accountancy (NASBA))
- Business Fundamentals and Development (Udemy)
- Counselling and Negotiation Skills for Management (Udemy)
- Creating Positive Conversations with Challenging Customers (LinkedIn Learning)
- Customer Relationship Management (Great Learning)
- Customer Service Foundations (National Association of State Boards of Accountancy (NASBA))
- Customer Service: Handling Abusive Customers (LinkedIn Learning)
- Customer Service: Problem-Solving and Troubleshooting (National Association of State Boards of Accountancy (NASBA))
- Data Modeling (Udemy)
- Human Resource Management (Great Learning)
- Implementing Employee Recognition Programs (Udemy)
- Inventory Management and Inventory Control (Udemy)
- Management Consulting and Management Skills (Udemy)
- Management Foundations (Project Management Institute)
- Master Course in Leadership (Udemy)
- Master Course in Time Management (Udemy)
- Microsoft Power BI Basics (Udemy)
- Operational Risk Management (ORM) (Udemy)
- Serving Customers Using Social Media (LinkedIn Learning)
- Strategic Thinking (Project Management Institute)
- Air Ticketing (Qanzak Global)
- Computer Hardware and Software (National Training Bureau) (NTB)
- FINANCIAL LITERACY TRAINING PROGRAM (State Bank Pakistan)
- Administrative Assistant Support (Alison)

Experience

Mandviwalla Entertainment (ME Cinemas)

Centaurus Cineplex

Customer Service Representative

Nov 2015- Dec2016

Rawalpindi, Pakistan

FM92 Masti

Front Desk Officer

Apr 2012- Oct 2015

Lahore, Pakistan

Education

Bachelors In Arts (B.A)

Subject; Journalism

University Of the Punjab

Intermediate (F.A)

Subject; Humanities

Board of Intermediate & Secondary Education

Matriculation

Subject; Computer Science

St. Anthony's High School

• Achievement & Appreciation Certifications

- ICME 2019 (**INTERNATIONALCONFERENCE ON MEDICAL EDUCATION**) RIPHAH INTERNATIONAL UNIVERSITY.
- "GAIA" Anti-Plastic Movement 2019
- Top Performer for the Month of August 2022
"Touchstone Communication Pvt. Ltd"
- Top Performer for the Month of November 2022
"Touchstone Communication Pvt. Ltd"
- Bike Winner for Top Performer for 6th months
"Touchstone Communication Pvt. Ltd"
- Top Performer for the Month of April 2023
"Touchstone Communication Pvt. Ltd"
- Top Performer for the Month of January to June 2023
"Touchstone Communication Pvt. Ltd"
- Top Player of the year 2022 & 2023
"Touchstone Communication Pvt. Ltd"