

SAADAT ASHFAQ ABBASI



Phase 5, Ghouri Town, Islamabad (PK)



saadat_abbasi101@yahoo.com



+92-310-1540170

+92-345-9724162

Professional Summary

Enthusiastic and ambitious customer service specialist with wide-spread transferable skills in management, sales, and operations. Exceptional ability to connect with people and understand their wants, needs, and desires and delivering legendary service on every interaction. Dedicated and versatile professional with over 8 years of experience in customer service administration and sales coordination. Strong background in handling customer inquiries, resolving issues efficiently and maintaining smooth operations in fast-paced environments. Adept at decision-making managing stressful situations and providing exceptional service. Highly motivated to excel in a dynamic work environment while upholding integrity passion and commitment. Looking forward to contributing to organizational success with proven communication skills and a customer-focused mindset.

Experience

CUSTOMER SUPPORT, Technology Bench Software House.

September. 2023 - August. 2024

- Provided exceptional customer support for a tourism project, promptly addressing inquiries and resolving customer issues. Maintained high professionalism while assisting customers with their booking and travel-related needs. Collaborated with team members to enhance service efficiency and ensure customer satisfaction.

FLOOR SUPERVISOR / FRONT DESK OFFICER, Intelligence Bureau Employees Cooperative Housing Society.

April. 2021 - December. 2022

- Consult with sales, media and marketing representatives to obtain information on product or service and discuss style and length of advertising copy.

Skills

Telecom

Customer relationships

Decision-making

Languages

English

Written

Verbal

TAKAFUL CONSULTANT, EFU Hemayah Family Takaful. Islamabad

Feb. 2020 - Nov. 2020

- Provided tailored takaful (Islamic insurance) solutions to clients, focusing on family takaful plans.
- Advised clients on risk management, helping them choose appropriate takaful coverage based on their financial goals.
- Developed and maintained relationships with clients to ensure long-term engagement and policy renewals.
- Achieved sales targets consistently, contributing to the growth of the company's client base.

CLERK, ADMIN DEPARTMENT, AST Barian Murree.

January. 2017 - August. 2020

- Handled clerical and administrative responsibilities in the admin department, ensuring accurate data entry and document management.
- Assisted in coordinating office activities and supported management with various tasks.

CUSTOMER SERVICE REPRESENTATIVE, Jerrys and FedEx. Islamabad

January. 2016 - December. 2016

- Managed customer queries related to shipment tracking, order issues, and general support.
- Provided timely solutions and ensured customer satisfaction through efficient service delivery.

CUSTOMER SERVICE REPRESENTATIVE, Zong Telecom Pvt Ltd.

January. 2014 - January. 2015

- Assisted customers with telecom-related inquiries, ensuring smooth resolution of complaints and service requests.
- Built and maintained positive customer relationships, contributing to company growth. .

SALES COORDINATOR. UAE, Sharjah

May. 2012 - May. 2013

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken

Education**Punjab University**

Bachelor of Arts, Journalism, Islamiat, May. 2006

