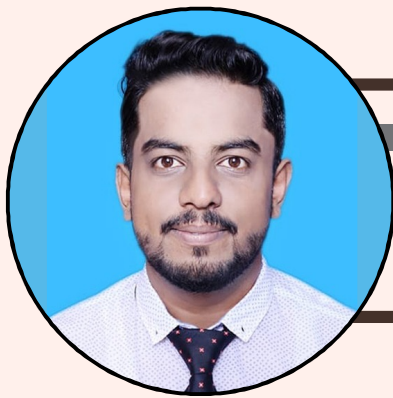




MUHAMMAD WAQAR

Date of Birth: 23-November-1995

Nationality: Pakistani



+92 334-1400444



mw6533018@gmail.com



H. No. 68, Azeem Colony
Sec 4/B, Khayaban-e-Sir Syed
Rawalpindi - Pakistan.

LANGUAGES

Mother Tongues(s) : URDU

Other Languages(s): ENGLISH

Listening B2

Reading B2

Writing B2

Spoken Production B2

Spoken Interaction B2

Levels: A1 and A2

Basic User: B1 and B2

Independent User: C1 and C2

Proficient User

HOBBIES AND INTEREST

Online Research on Productive Things

Newspaper Reading

Playing Cricket

Play Badminton

ABOUT ME

I am a committed, friendly and hardworking Customer Service Advisor with a passion for providing excellent customer service at all times. In my current role, I have resolved different type of issues, always having the needs of the customers and the reputation of the organization at heart. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organization that I work for.

EDUCATION

Bachelor's of Commerce

University of the Punjab, Lahore

City: Rawalpindi

June 2016 - Feb 2018

Country: Pakistan

EXPERIENCE

Customer Service Representative

Khazana Enterprises Private Limited

"7th Housing & Population Digital Census Project by
Pakistan Bureau Of Statistics"

City: Islamabad

Dec 2022 - Aug 2023

Country: Pakistan

- My responsibility as a CSR (customer service representative) in a digital census project was to promptly and effectively help respondents and make sure they could properly finish their census form.
- I was in charge of taking phone calls from people with questions and directing respondents through the census procedure, including assisting them in completing the online census form, explaining questions, and resolving technical difficulties.
- My key objective was to deliver exceptional customer service and make sure every respondent had a favorable experience with the census project. To address any difficulties that might emerge, I had to use my effective communication skills, patience, and problem-solving skills.

DIGITAL SKILLS

Freelancing Skills

Microsoft Office: MS-Word, MS-Excel etc

Google Docs

Zoom

Decision Making

Good Listener and Communicator

Organizational and Planning Skills

Social Media Management

Like Facebook, Twitter, LinkedIn, YouTube and Instagram.

REFERENCE

Will be provided on request.

Customer Service Representative

Ufone and PTCL (Project 333)

City: Islamabad

Dec 2021 - Aug 2022

Country: Pakistan

- *Maintaining a positive, empathetic, and professional attitude toward customers at all times.*
- *Responding promptly to customer inquiries.*
- *Acknowledging and resolving customer complaints.*
- *Keeping records of customer interactions, comments, and complaints.*
- *Communicating and coordinating with colleagues as necessary.*
- *Providing feedback on the efficiency of the customer service process.*
- *Managing a team of junior customer service representatives.*
- *Ensure customer satisfaction and provide professional customer support.*
- *Building and maintaining a CRM database*

Customer Service Representative

Ufone (BPO Project)

City: Islamabad

Feb 2021 - Dec 2021

Country: Pakistan

- *Processing orders, forms, applications, and requests.*
- *Keeping records of customer interactions, transactions, comments, and complaints.*
- *Providing feedback on the efficiency of the customer service process.*
- *Identify customers' needs to achieve satisfaction.*
- *Acknowledging and resolving customer complaints.*
- *Follow standard processes and procedures when it comes to providing the solution.*

Customer Service Representative

Ibex (Sehat Tahafuz Helpline 1166)

City: Islamabad

Oct 2019 - Sep 2020

Country: Pakistan

- *Acknowledging and resolving customer complaints.*
- *Follow standard processes and procedures when it comes to providing the solution*