



Hammad Khalid

Retail Support Specialist

Contact



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Expertise

- Customer Support
- Retail Operations
- Complaint Resolution
- Call Handling
(Inbound/Outbound)
- Quick Retail Support via
WhatsApp Groups
- Microsoft Word & Excel
- CRM Basics

Profile Summary

Dedicated and customer-focused professional with over 4 years of experience in telecom and retail support. Skilled in handling high-volume queries, retail operations, and Microsoft Office tools. Known for calm communication, fast learning, and problem-solving.

Experiences

Retail Support Specialist

ONIC Pakistan – May 2024 to Aug 2025

- Working as a backup Team Lead.
- Provides first-line support for customers regarding SIM activation, internet bundles, and billing inquiries.
- Resolved technical issues and guided customers through troubleshooting steps.
- Coordinated with backend teams to escalate unresolved issues.

Call Center Agent (Outbound Sales)

ONIC Pakistan – Feb 2024 to May 2024

- Made outbound calls for promotions, and feedback.
- Increased subscription to digital services through customer engagement.
- Exceeded weekly call and sim activations consistently.



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Education

Associate Degree, 2024

Allama Iqbal Open University

Studied Business Math, Basics of ICT, Mass Education, Education, and Demography.

Intermediate (D-COM), 2022

Rawalpindi College of Commerce

Studied Principles of Commerce, Economics, Financial Accounting and Applied Accounting.

Matriculation (Science), 2017

Allied School, Rawalpindi

Studied Computer Science, Mathematics, Physics and Chemistry.

Languages

- English
- Urdu
- Punjabi

Experiences

Call Center Agent

PTA Consumer Support – Nov 2021 to Feb 2024

- Responded to public inquiries regarding telecom regulations and services.
- Logged complaints and followed regulatory protocols.
- Provided accurate data entry and reporting to supervisors

Dental Assistant / Receptionist

Ayesha Dental Clinic – Dec 2020 to Nov 2021

- Managed front desk operations including patient scheduling, appointment reminders, and record keeping in the clinic. Handled
- billing, payments, and maintained confidential patient data with accuracy and discretion.