

Curriculum Vitae

Personal Details:

Name: Waqas Ahmed
Nationality : Pakistan
Religion: Islam
Contact No : 0311-1439912
City : Islamabad
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Introduction Summary:

A focused and adaptable individual with practical experience in communication, teamwork, and public-facing roles. Demonstrates strong interpersonal skills, a disciplined approach to responsibilities, and a consistent commitment to learning and growth. Well-suited for dynamic environments that require reliability, professionalism, and quick thinking.

Education:	Grade:	Year:
Matriculation	574/1110	2016 - 2019
I-COM	4231110	2019 - 2021
ADP ELT	In Process	2023 -2025

Soft Skills

- Strong Communication Skills
- Active Listening
- Customer Service Orientation
- Team Collaboration
- Problem-Solving
- Time Management
- Adaptability
- Conflict Resolution
- Professional Etiquette
- Stress Management

Technical Skills

- Call Handling & Telephone Etiquette
 - Basic Computer Proficiency (MS Word, Excel, Email)
 - Typing & Data Entry
 - Multilingual Communication (e.g., Basic French)
 - Shorthand Writing
 - Report Writing & Documentation
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Certifications / Trainings

Call Centre 2 Months
Voulunteer For ITP (Islamabad Traffic Police)
French Language Course From NUML
Short Hand Course From STI Islamabad
