

ALEX ANDER

Customer Support Executive | BPO & Administrative Professional

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PROFESSIONAL SUMMARY

Dedicated Customer Support Executive with 3+ years of hands-on experience in customer service, call centre operations, front desk management, and administrative support. Proven ability to handle high volumes of inbound and outbound customer interactions, resolve complaints efficiently, and maintain accurate records in fast-paced BPO and healthcare environments. Possess strong verbal and written communication skills in English (C1 Proficient) and Urdu, with a demonstrated ability to type accurately at 35–40 WPM. Existing Business Student with a solid foundation in business management, client relations, and CRM operations. Committed to delivering exceptional customer experiences and contributing positively to team targets.

WORK EXPERIENCE

Call Centre Agent - Sep 2025 – Dec 2025

Mars BPO – Call Centre • Karachi, Pakistan

- Handled 30+ inbound and outbound customer calls daily, providing accurate information, resolving complaints, and delivering professional customer support in a domestic BPO environment.
- Consistently met and exceeded monthly sales and resolution targets through persuasive communication and needs-based client engagement.
- Maintained accurate customer interaction logs and CRM records, ensuring data integrity and follow-up efficiency.
- Collaborated with team leads to identify recurring customer issues, contributing to improved first-call resolution rates.

Administrative Officer (Front Desk & Customer Relations) - 2021 – 2022

Mariyam Fatima Charitable Hospital • Hyderabad, Pakistan

- Served as the primary point of contact for patients and visitors, managing all front desk inquiries with professionalism and empathy.
- Coordinated patient appointment scheduling and documentation, reducing wait times and improving front desk workflow efficiency.
- Maintained confidential patient records and administrative files in compliance with institutional standards.

Administrative Officer (Front Desk & Operations) - 2020 – 2021

Neuro Medical Physiotherapist Hospital • Hyderabad, Pakistan

- Managed front desk operations including patient inquiries, appointment bookings, and visitor coordination for a specialist medical facility.
- Updated and maintained hospital scheduling systems and patient databases, ensuring accuracy and operational continuity.

CORE COMPETENCIES

Customer Support: Inbound & Outbound Call Handling | Query Resolution | Complaint Management | Customer Retention

Communication: English C1 Proficient | Urdu Native | Verbal & Written Communication | Active Listening

BPO & Operations: Call Centre Operations | CRM Systems | Data Entry (35–40 WPM) | Record Keeping | Escalation Handling

Administrative: Front Desk Management | Scheduling & Coordination | Documentation | HR Support | Office Administration

Technical: Microsoft Office Suite (Word, Excel, PowerPoint) | Social Media Management | Basic Business Data Analysis

Soft Skills: Problem-Solving | Time Management | Teamwork | Adaptability | Attention to Detail | Professionalism

EDUCATION

Bachelor of Business Administration (BBA) - 2023 – 2025

Pakistan Global Institute (PGI), Rawalpindi

- **Relevant Coursework:** Principles of Management, HRM, Organisational Behaviour, Financial & Managerial Accounting, Business Communication, Marketing & Digital Marketing, Economics.
- **Project:** Developed a startup business plan for customised winter caps — covered market research, finances and marketing strategy.

Diploma in Chemical Engineering - 2019 – 2022

STEVT Poly-Technical College, Hyderabad

Intermediate (Pre-Engineering) - 2020 – 2022

Kohsar Degree College, Hyderabad

CERTIFICATIONS & TRAINING

- **Business Management Skills** — *Caree / Strive Women Project (August 2025)*
- **Korean Language & Culture Training** — *Overseas Employment Corporation (September 2023)*

KEY PROJECT

Entrepreneurship & Innovation Project - Sep 2024 – Dec 2024

Pakistan Global Institute, Rawat, Rawalpindi

- Developed a startup concept for customised winter caps, conducting market research and designing product prototypes.
- Prepared a comprehensive business plan covering marketing strategy, financial projections, and operational planning.