



# MUHAMMAD HAMZA

Client Relations Specialist

## About Me

A qualified and professional Client Relations Specialist with a vast experience in BPO Industry. Having a strong, creative and analytical mindset.



03434846015



hmmzaaj@gmail.com



House # 731, Yasir Block Nishter Colony Ferouzpur Road Lahore

## LANGUAGE

- English
- Punjabi
- Urdu

## EXPERTISE

- Customer Support
- Empathy
- Digital Marketing
- Client Relations
- Email Marketing
- Active Listening

## EXPERIENCE

### MENU CREATION AGENT

**Mindbridge PVT LTD**

**2022 - 2023**

Create and update menus of different food chains ( APAC )  
Store data of MY and PH for deals and events Salesforce  
Case Creation + Client Communication

### CUSTOMER SUPPORT SPECIALIST

**Mindbridge PVT LTD**

**2022 - 2023**

Customer and Rider Support in Foodpanda RS  
Manage KPI's and provide effective solutions to customers  
Track the record related to the customer order

### Client Relations/ Customer Support

**The INKSTERS**

**2023 - 2024**

Manage Client Relations and provide them effective services  
Manage Social Media Marketing  
Provide Customer Support to the queries of Clients.

## EDUCATION

### Lahore Board

MATRIC

2018 - 2020

### Khawaja Rafique Shaheed College

INTERMEDIATE

2020 - 2022

## SKILLS SUMMARY

Empathy



Customer Support

