

Farrukh Leqa Amiri

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Address: Kabul, Afghanistan

Objective

Motivated professional with 1.6 years of customer service experience at Roshan Telecommunication and a foundation in computer science. Skilled in managing customer inquiries, resolving technical issues, and enhancing customer experiences. Eager to apply communication, problem-solving, and technical skills in a dynamic telecommunications role, contributing to both operational success and organizational growth.

Education**High School Diploma**

Faiz Mohammad Kateb High School, Kabul, Afghanistan | 2022

English Language Course

TOEFL House Academy, Kabul, Afghanistan | 2023

RBA Training Packages (STAR 1-4)

Roshan TDCA, Kabul, Afghanistan | 2024

Grade: A in most modules

- Product Training, Communication, Customer Handling, Sales Reporting, Negotiation, Time Management, Corporate Culture

Winter Bootcamp (Math, Web Design, English, MS Office)

American University of Afghanistan, Kabul, Afghanistan | Jan 2024

Summer Bootcamp (Python, Mobile Programming, English)

American University of Afghanistan, Kabul, Afghanistan | Jul 2024

AI Fundamentals, Networking Basics, Intro to Cybersecurity

FemsTech Cisco Academy, Kabul, Afghanistan | 2024

Work Experience**Customer Service Representative**

Roshan TDCA (Telecom Development Company Afghanistan) | Kabul, Afghanistan

April 2023 – September 2024

- Supervised SIM card registration, activation, and replacement processes for operational efficiency.
- Activated internet and voice packages, conducting follow-ups to improve customer satisfaction.
- Mentored team members to resolve 4G issues and escalated complex cases.
- Managed daily reports, data entry, and documentation for smooth workflow.
- Developed strong customer relationship management skills, enhancing service quality.

English Instructor

Marifat English House | Kabul, Afghanistan

Sept 2022 – Mar 2023

- Taught English to improve listening, speaking, reading, and writing skills.
 - Designed lesson plans and managed class schedules for optimal learning outcomes.
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Technical Skills

- **Programming Languages:** Python
 - **Software:** MS Word, Excel, PowerPoint, MS Office
 - **Cybersecurity & Networking:** Introductory knowledge from FemsTech Cisco Academy
 - **Internet & Social Media Management:** Proficient in both personal and professional use
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Additional Courses & Certifications

- **Duolingo English Test Preparation** | 2024
 - **Intermediate Conversation Class** | Institute for English Literacy | 2023
 - **Cybersecurity** | Women Ascension | 2025
 - **Effective Communication, Self-Confidence, and Business Skills** | Dad Khahan Group | 2025
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Languages

- **Persian:** Native
 - **English:** B2 (Listening, Reading), C1 (Speaking)
 - **Pashto:** B2 (Listening), A2 (Speaking)
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Competencies

- **Adaptability:** Able to thrive in fast-paced environments and manage tasks independently.
- **Communication:** Strong interpersonal skills, proficient in multiple languages.
- **Problem-Solving:** Proven ability to resolve technical and customer service issues.
- **Teamwork:** Experienced in mentoring and contributing to team success.
- **Time Management:** Skilled in managing multiple tasks and meeting deadlines.