

CONTACT INFO



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Greentown-township,
lahore

SKILLS

Communication &
Problem-Solving



CRM & Computer
Skills



Social Media
handling



Webdevelopment



LANGUAGES

- English
- Urdu

ADDITIONAL SKILLS

- Fast learner
- Tech-Savvy
- Remote Communication Tools

Faizan Shahid

PROFILE

Customer-focused and tech-savy.

Experienced in handling both international and local clients with empathy and clarity.

Skilled in **front-end web development** – building clean, responsive websites.

Comfortable with **social media management** and basic digital ads.

Fast learner, adaptable, and always ready to take on new challenges.

EDUCATION

2022- 2024

Intermediate in computer
science (Kips college)

2020- 2022

Metric in science (ch rahmet ali boys
high school)

EXPERIENCE

CUSTOMER SALES REPRESENTATIVE (TELESALES CAMPAIGN)

A UK BASE (JUNE 2024 – JULY 2024)

Conducted outbound sales calls to potential clients, introducing service packages and addressing objections.

Met daily and weekly sales targets and contributed to team performance goals.

Developed persuasive communication skills and built resilience in high-rejection environments.

**CUSTOMER SERVICE REPRESENTATIVE (CSR)
SYBRID PVT LTD – LAYERS CAMPAIGN (JULY 2024 –
SEPTEMBER 2024)**

Delivered customer support for Layer's clients, handling inquiries, complaints, and order-related issues.

Assisted with product information, order processing, and complaint resolution via calls and chat.

Maintained a courteous and solution-oriented tone, even in high-pressure situations.

**ACADEMIC COORDINATOR
ARFA KARIM TECHNOLOGY INCUBATOR, LAHORE
(SEPTEMBER 2024 – DECEMBER 2024)**

Managed academic operations for students enrolled in tech-related courses and workshops.

Coordinated schedules, facilitated communication between trainers and students, and handled administrative tasks.

Enhanced student engagement by streamlining feedback systems and academic tracking.

**DRIVER RESPONSE TEAM MEMBER
GLOBAL AIRPORT PARKING SERVICES – UK/IRELAND
BASED (DECEMBER 18, 2024 – PRESENT)**

Provide real-time support to drivers and customers across major airports in the UK and Ireland.

Handle urgent queries, delays, and operational issues with professionalism and quick decision-making.

Ensure smooth coordination between the customer, drivers, and airport partners.

Maintain detailed logs and contribute to improving customer satisfaction metrics.



**CURRENTLY WORKING ON &
LEARNING**

- LEARNING WEB DEVELOPMENT FROM THE APP BREWERY (LONDON-BASED COURSE)
- WORKING AS A DRIVER RESPONSE TEAM MEMBER AT GLOBAL AIRPORT PARKING SERVICES (UK/IRELAND)
- EXPLORING AI & PREPARING FOR OPPORTUNITIES ABROAD