

AMMAD RAZA

CUSTOMER SERVICE REPRESENTATIVE

PROFESSIONAL SUMMARY

Focused on delivering excellent customer service, I leverage active listening and problem-solving to resolve issues and enhance satisfaction. With in-depth product knowledge, I handle escalated calls efficiently, consistently achieving high ratings and fostering customer loyalty.

CONTACT

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WORK EXPERIENCE

Sales Executive | Apr-2024 to Present

Source Code

- Delivered exceptional customer service, consistently achieving high customer satisfaction and building long-term client relationships.
- Collaborated with team members to meet and exceed sales goals while maintaining strong customer service standards.

Sales Executive | 2024-2025

Auto-Hub World

- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.

Customer service Representative (CSR) & Live Transfer Agent (LT) | 2021-2022

Hello International & Marketing Solutions

- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Responded to customer requests for products, services, and company information.

ACADEMIC HISTORY

- Intermediate in Commerce
- Bachelor of commerce

- Board of Intermediate Karachi
- University of Karachi

PERSONAL INFO

Marital Status

Single

Date Of Birth

29/Sep/1997

Religion

Islam

Nationality

Pakistani