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|  | Abdul Rehman Aamir  Sales/Support Executive  House no 5a, Lane 4, Harley street.Rwp  03360001453  bublu5a@gmail.com | |
| @Abdul\_Rehman  facebook.com/Abdul | **Objective** |  |
| Seasoned Customer Care professional with “CAN DO” approach, ability to accept the challenges to bring things on the right track. Strive hard to make the impossible things possible by utilizing one of the key element of strong follow up nature.   Dead line oriented, capability of achieving milestones by setting my own targets & to work as a team player under high & stressful conditions in order to meet company's goal.  A specialist in finding ways to improve customer experience by creating or revamping processes, quality grids with buy in of stake holders and managing training of resources with focus on customer service excellence.  **Key Competencies**   * Attention to detail * Communication skills - verbal and written * Data collection, management and analysis * Problem analysis and problem solving * Planning and organizing * Decision-making * Customer service orientation * Teamwork * Proven aptitude for problem-solving and critical thinking * Excellent written and oral communication skills | |
| **Work experience** |  |
| **Errands , 2015 – 2016**   * Making outbound calls for solar panel sales * Convincing clients to make sales * Calling potential customers   **SkyScrappers , 2017 -2018**   * Handling Chat Support * Handling incoming calls * Understanding customers exact requirement and taking action accordingly * Making outbound calls where necessary * Helping writing department understand the exact need of the customer   **Interact BPO, 2017-2017**   * Answering different chats on the websites * Fixing appointments with the customers   **Lenovo 2014-2016**   * Generating direct sales * Promoting the brand * Manage the Stock * Mentain the Inventory | |
| **Education** |  |
| **Matric, 2013-2014**  *Spring Filed School and College*  **Bachelors of Science in Computer Science**  Capital University Islamabad  **Intermediate in Pre-Engineering**  Saint Mary’s College | |
| **Skills** |  |
| * Microsoft Office tools namely Excel, Outlook, PowerPoint and Word, CRM,BRM * Excellent command on trouble shooting of different gadgets running IOS and ANDROID operating systems * Trouble shoot internet related issues on all operating systems * Thorough understanding of computer hardware and software, including experience working in all parts of software development cycle. * Fluent in several programming languages, including C++, java, and MySQL. * Excellent interpersonal skills, such a the ability to make technical information understandable to customers and end users. * Solid background in mathematics, analysis, and problem-solving.novative thinker with capabilities to evaluate circumstances and covey better solutions. Proficienc | |
| **Volunteer work** |  |
| Multiple national and International debating championships. Certified KFC volunteer for helping poor. Have worked for Islamabad Traffic Police. | |