

<b>KHANSA AHMED</b> <b>BS, MS Zoology</b>	+92-308-6616487 khansaahmed009@gmail.com
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**ABOUT ME**

Customer service professional with 2+ years in remote support, CRM management, and billing systems. Expert in handling high-volume queries and maintaining database accuracy. Proven track record in exceeding KPIs and delivering exceptional customer satisfaction.

**Recognition**

- 90%+ customer satisfaction
- 100% CRM accuracy
- Excellence in billing issue resolution

**Core Skills**

- Customer Service & CRM
- MS Office & Adobe Acrobat
- Billing Process Support
- Conflict Resolution
- Multitasking & KPI Success
- Fluent English
- Remote Work
- Data Accuracy

**EXPERIENCE**

**Customer Service Representative (Remote) – US-Based Company**

May 2024 – Present

Handled 50+ customer queries daily, achieving 90%+ satisfaction. Managed CRM updates, escalated issues, and resolved billing discrepancies.

**Freelance Home Tutor (Part-Time)**

2016 – Present

Delivered customized instruction. Developed problem-solving and communication skills.

**Science Teacher – Citi School Daska**

April 2022 – November 2022

Managed 30+ students, balancing multitasking and strong communication.

**EDUCATION**

MS Zoology – GC Women University, Sialkot 2022 – 2024 Thesis: Analytical accuracy in data	BS Zoology – GC Women University, Sialkot 2017 – 2021 Minor: Positive Psychology
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**CERTIFICATIONS**

- Trainer: Lab Animals in Research (2024)
- Compliance & Data Safety Trained

**INTERESTS**

- Remote tools & tech
- Customer experience
- Scientific accuracy

**REFERENCES**

Available on request