

Sina Pazhwak

Software Engineering

Toronto, ON

sinapazhwak@gmail.com

647-740-0576

Centennial College Software Engineering Student.

Work Experience

Customer Service Tech support

Teleperformance, Yonge & Eglinton - Toronto, ON

2017 to 2019

Toronto

- Helping customers with their DSL/WIFI connectivity
- Online Trouble shooting Internet/Phone line
- Documenting all the technical issues and the steps taken to resolve it
- Warm transferring the customer to other tiers for further assistance
- Attending one on one and group meeting with supervisor for service improvement

Customer Service/ Supervisor/ General help

Chick Fiesta, Markham - Scarborough, ON

2015 to 2017

- Taking and tackling multiple orders at once.
- Handling customer complaints and requests.
- Supervised large deliveries to events and reunions.
- Healthy track record in terms of customer satisfaction, made the customers feel comfortable and well taken care of.

Customer Service/ Call Center/Tele-Sales

Ufone - Peshawar, PK

2014 to 2015

- * Made outgoing calls and promoted company's products and services.
- * Answered telephone inquiries on products and services.
- * Resolved problems of clients with ease and dedication.
- * Prepared customer information list, call logs and sales record.

Education

High School / Accounting, Centennial College

AEC / DEP or Skilled Trade Certificate in AZ License

Skills

- CSR (2 years)
- PROBLEM-SOLVING (2 years)
- Cement Mix
- Cdl Driver

Additional Information

HIGHLIGHTS OF QUALIFICATIONS

- * Ample experience as a CSR and working in a call center.
- * Excellent computer applications and internet skills.
- * Good communication and problem-solving skills.
- * Experienced in working in a fast-paced environment.
- * Good inter-personal and friendly attitude.
- * Capable of working independently or in a team.
- * Fluent in over 4 languages.
(English, Urdu, Farsi, Pashto)