

UMAIR AKBAR

Customer Support Specialist

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Professional Summary

Customer support specialist with more than 2 years of experience in dedicated customer service. Skilled at solving difficult issues, answering customer inquiries and providing effective timely solutions that make entire satisfaction for our customers. Familiar with CRM systems and support tools, I use these resources to simplify our work, provide better service and maintain customer relationships. Recognized for great communication skills, a customer-first service philosophy and a history of high-satisfaction ratings year after year.

Above all, possesses strong ability in high-pressure situations to maintain professionalism, empathy and tactful approach. This promotes positive relationships between the company and its clients as well as stakeholders of all kinds. Proactively identifies opportunities for process improvement in order to optimize the customer experience. Committed to continuous learning and staying current with new technologies so as to always take the lead in industry best practices. Consistently delivering excellent support year after year.

Key Skills

- Effective Communication:
- Problem-Solving:
- Empathy:
- Time Management:
- Technical Proficiency:
- Conflict Resolution:
- Attention to Detail:
- Adaptability:
- Active Listening:
- Team Collaboration:

Professional Experience

Customer Support Specialist

Cloud Quick — JULY- 2022 – Present

- Responded to customer inquiries via phone, email, and live chat By maintaining a structured and customer-first approach, ensuring that inquiries were addressed with clarity, step-by-step instructions, and timely follow-ups. Achieved an improvement in resolution rate, ensuring high efficiency and effectiveness in support responses.
- Diagnosed and resolved technical issues Leveraging CRM tools to efficiently organize, document, and resolve customer issues Maintained a stellar customer satisfaction rating of 4.8/5, showcasing consistent

excellence across all channels.

- Utilized CRM systems like Zendesk and Salesforce to manage tickets and track interactions. Building strong communication channels with internal teams, providing feedback on recurring issues, and suggesting improvements. Contributed to a reduction in support inquiries through proactive process improvement.
- Collaborated with cross-functional teams to improve processes Utilizing mentoring techniques to train team members and ensuring adherence to high standards. Elevated team performance by mentoring new members, improving overall service quality.
- Handled high-volume support queues and trained new team members Analyzing patterns in customer problems and proposing practical solutions that reduced recurring issues. Escalated complex issues that were swiftly resolved, ensuring critical customer needs were met.

Education:

Bachelor's Degree in Computer Software Engineering
Gomal University of Pakistan — May 2018 to May 2022