**Nairozeen Aslam**

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# Professional Summary

An energetic, enthusiastic, and confident, and individual with over 03 years of experience in customer support and administration roles with recognized organizations. Diversified skill set covering demonstrated ability to work passionately in fast-paced business environments by contributing new ideas for creative problem solving. Passionate about people and loves to go above and beyond to deliver meaningful customer experience and to make a positive impact in society while living the values of respect, diversity, and inclusivity.

# Core Competencies

* Strong written and oral communication skills, interpersonal skills, and time management skills
* Ability to establish and maintain cooperative working relationships with diverse people
* Flexible and ability to embrace change and respect people’s perspectives
* Detail oriented and ability to work independently with minimal supervision
* Computer savvy with strong skills in MS Office and 35 WPM typing speed

# Work Experience

## Technical customer service REPRESENTATIVE | 24-7 intouch., canada  jun 2020 – aug 2020

***Key achievements & responsibilities***

* Provided technical support to customers related to computer/smart devices troubleshooting including internet, connectivity issues, browser, email and software errors, etc.
* Resolved customer sales and technical issues and acted as a liaison between various functional team to resolve issues swiftly and accurately
* Proactively learned and collaborated with tier 2 to manage complex queries from customers with regard to account creation, cancellation, modification by focusing on superior client experience
* Supported innovation in technology by introducing clients to new user applications and features
* Approached inquiries with flexibility and adapted troubleshooting according to needs with the highest degree of customer satisfaction

## administrative coordinator | habib univerrsity nov 2018 – mar 2020

***Key achievements & responsibilities***

* Developed an automated feedback system for Habib University for students feedback and concerns
* Participated in the development of recommendations and strategies for new policies to for continuous improvement of the practices
* Maintained data in HRIS software of student notes, grades, and academic and co-curricular performance
* Assisted the department manager with analytics and with continuous improvement of student satisfaction and grades
* Attended recruitment events, conferences and networking events for students
* Participate in projects and duties as assigned and with administrative related routine activities

## Administrative assistant | the aga khan univerrsity may 2013 – aug 2016

***Key achievements & responsibilities***

* Recorded minutes of the staff and departmental meetings
* Arranged and scheduled meetings and interview with departmental heads and staff
* Maintained employee information in the PeopleSoft, including entering and updating personal details, hiring and payroll status, and other necessary information
* Verified banking transaction related to departmental payments, processed invoices, and entered them into ERP system
* Managed and listened to customer concerns and complaints and shared solution while empathizing with them
* Handled HR activities of the department including hiring requirements, training new members, scheduling interviews, processing resignations and transfers

## Customer experience Intern | Soneri bank January 2013 – April 2013

***Key responsibilities***

* Helped clients managing their day-to-day banking needs and achieving their financial goals
* Connected clients to the right team members to help them with issues related to financial transactions and account related needs
* Introduced clients to mobile banking applications and assisted them to manage their banking needs
* Attended customer care trainings to improve customer experience and participated in projects and duties as assigned by the Call Centre Manager

# Education

## bachelor of commerce | karachi university, Pakistan

(Assessed by IQAS Canada as B.COM)

# Community Involvement

* Served as a youth mentor at the Ismaili Tariqa and Religious Education Board, Pakistan
* Served as a member of the Ismaili Volunteer Corps, London, October 2016 till September 2018
* Volunteered in the move of the Aga Khan Center library in London

# Languages

* Fluent in English, Urdu/Hindi