



ABDULRAHIM

Customer Service | Computer Expert

About Me

- Energetic and hardworking individual with a wealth of customer service experience. Born in Saudi Arabia and now residing in Pakistan, I have gained diverse perspectives and cultural understanding. Over a year of hands-on experience in the field, I have honed my skills in providing exceptional service and ensuring customer satisfaction. Dedication and commitment make me a valuable asset to any team.

PERSONAL DETAILS

Place of Birth
Saudi Arabia

Nationality
Pakistani

Age
22



+923022022789



robotech1349@gmail.com



Defence View Housing Society
Phase 2, Karachi

LANGUAGE

- English 90%
- Arabic 100%
- Urdu 80%

SKILLS

- Communication Skills
- General computer skills
- Designing
- Leadership
- Typing English / Arabic
- Microsoft Office

Experience

Senior Customer Service Executive
Snoonu Company | 13 - Dec - 2023

Answered multi-line phones and used active listening skills to assess client's issues and challenges.

Improved customer satisfaction by addressing and resolving complex customer inquiries promptly and accurately.

Responded to customer inquiries and queries on chats to provide thorough and speedy resolutions.

Built strong relationships with field operations team to support business development opportunities and improve service.

Resolved Product or Service issues by clarifying customer's complaints, determining causes of problems and selecting best solutions.

EDUCATION

344. GOVT: HIGHER SECONDARY SCHOOL
Intermediate
2021 - 2022

Shaheed Zulfikar Ali Bhutto Institute of
Science and Technology - ZABTech (ITVE)
D.I.T
2021 - 2022
Programming - Networking - Database - More