

Arslan Ahmed Fazi

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CAREER SUMMARY

Customer-focused professional with tech skills and over 3 years of experience in customer support and dealing with international clients. History of success in de-escalating customer issues, enhancing customer experiences and satisfaction, and uniting teams to deliver exceptional service. Looking to take next career step in customer service and tech related roles to improve myself.

EDUCATION

Bachelor of Business and Information Technology-(Virtual University Of Pakistan)
Intermediate in Computer Sciences

CERTIFICATIONS

AWS Certified Cloud Practitioner	Achieved Nov 12, 2022
Microsoft Azure-900	Achieved Aug 12, 2022
Google IT Support Professional	Achieved Aug 09, 2022
CompTIA A+ from LinkedIn	Achieved June, 13 2022
Microsoft Azure Administrator	Achieved Feb, 11 2023
Microsoft 365 Ms-900	Achieved May, 19 2023



TECHNICAL PROJECTS

Deals with International Clients:
Building Buisness Realtionship with clients
500+ Customers Queries and problems solved
WORK EXPERIENCE

Mani Traders

Customer Support Executive and IT Support -(March 2022)

- Provided exceptional customer service via phone, email, and chat and face to face resolving issues promptly and accurately.
- Consistently met and exceeded individual and team performance metrics, including customer satisfaction ratings.
- Collaborated with other teams and departments to ensure prompt and effective issue resolution.
- Accurately documented customer interactions and resolutions in our system.
- Contributed to the development of customer service policies and ongoing professional development.

Ibex Global – (Jan 2021 to Dec 2021)

Customer Support Executive

- Worked with Food panda as a CSE, this role helped me a lot in my career I was able to resolve customer problems and provide them solutions to their issues.
- It was tough role as I had to deal with multiple customers at the same time and each customer had different problems this role helped me to work under pressure which enhanced my skills and personality.
- This role helped my throughout my career and dealing with customers requires sharp and attentive mind. I was able to learn skills which are required to become a successful customer support representative.

MN Traders

Customer Support, Data Entry Operator, Inquiry Assistant and IT Support

- Resolved over 300+ technical queries in a customer-focused and timely manner.
- Provided customer support to international clients all over the world including UK, USA, Canada, China etc. I dealt with many big organizations and successfully completed many deals for my firm
- Troubleshooting and maintenance of PC related hardware. Keeping the IT hardware updated and secured and installing important software's and tools.
- Purchasing and selling products from International clients. Providing Details regarding the products and answering to questions and queries from the client side.
- Preparing and sorting documents for data entry
- Entering data into database software and checking to ensure the accuracy of the data that has been inputted
- Creating data backups as part of a contingency plan

**Jan 2020 to
Dec 2020**
Rawalpindi

SKILLS

Technical Skills

- Hardware troubleshooting
- Customer Support
- MS-Office
- Maintaining PC hardware
- Problem Solving
- Inquiry related work

- MS Azure
- Active Directory
- AWS Cloud

Interpersonal Skills

- Customer-focused
- Working under pressure
- Constant Learner
- Effective Communicator
- Creative Thinker
- Highly Adaptable
- Highly Motivated