

ANASKHAN

SENIOR CUSTOMER SERVICE EXECUTIVE

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PROFILE SUMMARY

Dedicated Customer Service Representative with over 2 and a half years of experience as a Senior Customer Representative. Proven track record in delivering exceptional service and fostering strong client relationships. Excellent communication skills, adept at resolving issues promptly across various channels. A collaborative team player with a commitment to meeting and exceeding performance targets. Seeking to contribute my expertise to a dynamic team and support organisational success.

PROFESSIONAL SKILL

Customer service Chat Support
Lead Closer MS Office

TECHNICAL SKILL

Communication Skills Expert problem solver
Punctual Multitasking

EDUCATION

Intermediate 2023
IISAR Higher Secondary School, Karachi
Intermediate with proficiency in Mathematics, English, and Computer Science, with strong problem-solving and time management skills.

Customer Service Excellence Certification 2021 – 2022
Udemy
Completed a Customer Service Excellence certification where I learned clear communication, quick problem solving, and how to handle customers professionally and with empathy.

WORK EXPERIENCE

Senior Customer Service Executive – Closer March, 2025 – Present
Trilliance Enterprises

- Handle incoming calls, emails, and messages, providing accurate and helpful information
- Address customer concerns professionally, offering solutions and ensuring satisfaction.
- Keep accurate records of customer interactions and update CRM systems accordingly.
- Following up to ensure resolution and customer satisfaction.

Lead Generation Specialist March, 2023 – Feb, 2025
Trilliance Enterprises

- Provided excellent customer service, resolving issues promptly and effectively.
- Resolved 95% of inquiries within the first call.
- Meeting targets for customer satisfaction, call handling time, and issue resolution.