

ANASKHAN

SENIOR CUSTOMER
SERVICE EXECUTIVE

75850, Karachi | 03141218110 | akbe399@gmail.com

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
Lead Closer

Chat Support
MS Office

TECHNICAL SKILL

Communication Skills
Punctual

Expert problem solver
Multitasking

EDUCATION

Intermediate

IISAR Higher Secondary School, Karachi

2023

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
Trilliance Enterprises

March, 2025 – Present

- 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
Trilliance Enterprises

March, 2023 – Feb, 2025

- 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.