



AZAN AHMAD

Customer Support Specialist

CONTACT

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📍 **Lahore, Panjab, Pakistan.**

EDUCATION

Bachelor of Science in Computer
Virtual University of Pakistan
2025 - Present

FSC (Pre-Engineering)
Government M.A.O. College
2021 - 2023

SKILLS

- Customer Support
- CRM & Zendesk
- Written & Verbal Communication
- Problem Solving
- Remote Collaboration
- Fast Learning & Adaptability

LANGUAGE

English

Urdu

About Me

Customer Support Specialist with experience in CRM and Zendesk, skilled in resolving customer queries and optimizing support operations. Adaptable and proficient in learning new tools. Currently pursuing a BSCS to transition into technical, remote-friendly roles in customer support or operations.

WORK EXPERIENCE

2025 – Present
Zameen.com – Lahore, Pakistan

Customer Support & Operations Specialist

- Handled high-volume customer inquiries via CRM and Zendesk with strong independence.
- Delivered clear support through chat, email, and phone.
- Collaborated with remote teams to resolve technical and policy issues.
- Provided tailored solutions using in-depth product knowledge.
- Adapted quickly to new tools and maintained productivity.
- Maintained accurate records to support efficient workflows.

REFERENCES AVAILABLE UPON REQUEST.