

AZAN AHMAD

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SUMMARY

Results-driven Sales & Customer Support Specialist with 3 years of experience in cold calling (inbound/outbound), cold emailing, and technical support. Skilled in CRM systems, client onboarding, and delivering outstanding customer experiences. Alongside my support expertise, I am also a creative Graphic Designer and Video Editor, proficient in design tools and content creation, with a strong ability to produce engaging visuals that enhance branding and client communication.

WORK EXPERIENCE

Digitech Outsourcing Solution / Customer Support Executive

- Delivered 24/7 customer support (chat, email, calls) for multiple projects (Dario, DDR, Jerry, etc.), achieving high first-contact resolution.
- Managed Shopify E-commerce backend (orders, refunds, payments, inquiries).
- Managed disputes, reviews, and social media escalations to enhance client trust and brand reputation.
- Utilized CRMs (Zendesk, Gmail) to manage tickets, optimize workflows and resolve issues efficiently.
- Prepared bi-weekly reports via Slack & dashboards and mentored junior team members.

Velocity Tech & Upwork Solution / Customer Support Executive

- Handled inbound and outbound calls/emails, resolving sales and service inquiries.
- Delivered technical support, troubleshooting, billing, and payment processing with high accuracy.
- Managed Excel sheets to track sales, inquiries, and order processing for streamlined operations.
- Built strong customer relationships through clear communication, empathy, and timely resolutions.

Freelance Graphic Designer & Video Editor (Fiverr / YouTube Clients)

- Designed custom graphics, thumbnails, and marketing content aligned with client branding.
- Edited videos for YouTube and TikTok using Premiere Pro and After Effects, boosting engagement.
- Delivered projects with Photoshop, Illustrator, and Canva, ensuring high-quality visuals.
- Managed multiple client projects, meeting deadlines and achieving 100% satisfaction.
- Collaborated with clients on revisions and feedback, maintaining strong communication.

EDUCATION

- Graduation – Bachelor of Science in Information Technology (BS IT) – Continued, MAO College, Lahore.
- Intermediate in F.Sc. Pre-Engineering – Govt. Islamia College Civil Lines, Lahore
- Matric in Science – Govt. Islah-e-Moashra High School

ADDITIONAL INFORMATION

- Available for remote, hybrid, or on-site roles, open to international client support opportunities.
- Passionate about continuous learning and growth in customer support and success leadership.
- Strong cross-cultural communicator: English, Urdu, Punjabi; skilled in project management (workflow optimization, task prioritization, team coordination).
- Certifications & Achievements: Graphic Designing Certificate – Peak Solution College; actively participated in sports (cricket, table tennis), recognized for teamwork and dedication.