

# FARIA PARWEEN

## Business Service Support Advisor

### My Contact

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📍 Jamia Nagar, New Delhi, 110025

### Skill

- Strong attention to detail & accuracy
- Decision making
- Problem solving
- Multi-tasking
- Quick learner
- Collaborative team player
- Ability to adapt to changing priorities and handle high-pressure situations
- Empathy and patience
- Time management skill

### Education Background

#### Galgotias University

MBA

2016–2018

8.9 CGPA

#### Sunrise University

B.com

2013–2016

64.5%

#### Woodbine Modern School

10+2

2011–2013

74.6%

### About Me

Motivated professional, seeking a challenging role that allows me to leverage my skills to contribute to organization success. I am eager to bring my passion & dedication to a dynamic team. Committed to continuous learning and growth.

### Professional Experience

#### British Telecom | Business Service Support Advisor

*Jan 2020 – Present*

Key responsibilities:

- Monitor order status, address any issue, and communicate order updates to the end user.
- Enter orders into the system accurately, ensuring all necessary information is captured.
- Generate and maintain accurate order documentation.
- Identify inefficiencies in the order management process and suggest improvements to enhance operational efficiency.
- Connect with the relevant supplier as per the requirements.
- In previous campaign, I used to engage with customers through live chat channels to provide prompt and accurate assistance

#### FIS | Team Member (Vodafone UK Chat)

*May 2019–Jan 2020*

Key responsibilities:

- Respond to customer inquiries, concerns & issues in a professional and friendly manner.
- Provide information & offer solutions to meet customer needs.
- Escalate complex issues to higher-level support.
- Offer personalized recommendations based on customer preferences & requirements.
- Handle multiple live chat conversations simultaneously while maintaining a high level of quality.