

# Hasan Rizwan

## CUSTOMER SUPPORT EXECUTIVE

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## SKILLS

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**Skills** Fluent English Communication, British/UK Accent, 59Wpm Typing Speed, Computer in-depth Knowledge & Expertise  
**Tools** Basic MS Office: Word, Excel & Powerpoint, Gmail, Photoshop and more

## EDUCATION

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### UIT (Usman Institute of Technology)

WEB DEVELOPMENT, COMPUTER SCIENCE

*Khi, Pakistan*

*Jul. 2022*

### Govt. Degree Science College

INTERMEDIATE, COMPUTER SCIENCE

*Khi, Pakistan*

*Oct. 2021*

## CERTIFICATION

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### Hallo - E-Learning

ENGLISH PROFICIENCY CERTIFICATION

*Remote*

*April. 2020*

### Microsoft Office Certification by NetMasters

MS WORD, EXCEL & POWERPOINT

*Khi, Pakistan*

*May. 2017*

## EXPERIENCE

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### Customer Support - Nexus BPO Solution

- Responsible for Outbound calling with **U.S. Based Clients** according to the Pre-defined processes.
- Handling all sorts of clients based on research.
- Often exceeding sales targets and deadlines.

### Help Desk & Customer Support - The Mentor School

- Responsible for guiding customers with regards to their queries & concerns.
- Responsible for data entry of student details & examination result.
- Responsible for managing, putting school syllabus books together & distributing in all the branches.

### English Teacher - Freelance (Remote)

- Responsible for improving student's speaking and listening skills with topics, grammar and situations.