

Hamza Sajid

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ABOUT MYSELF

Motivated and detail-oriented professional with a strong background in **computer networking and customer service operations**. Skilled in handling client inquiries, resolving technical issues, and providing clear communication in fast-paced call centre environments. Known for maintaining professionalism under pressure, building strong customer relationships, and ensuring high levels of client satisfaction. Passionate about technology, teamwork, and continuous learning to enhance both network performance and customer experience....

WORK EXPERIENCE

 **PRIME BPO** – RAWALPINDI, PAKISTAN

CUSTOMER SERVICE REPRESENTATIVE – 2023 – 2024

- Handled inbound and outbound customer calls, providing accurate information and resolving queries efficiently.
- Delivered high-quality customer support by maintaining a positive and professional attitude during every interaction.
- Assisted clients with billing, product, and service inquiries, ensuring timely and satisfactory resolutions.
- Maintained detailed records of customer interactions in CRM systems to ensure smooth follow-ups and service consistency.
- Collaborated with team members and supervisors to meet daily and monthly performance targets.
- Demonstrated strong communication, active listening, and problem-solving skills to enhance customer satisfaction and retention.
- Adapted quickly to new tools, processes, and product knowledge in a fast-paced call centre environment.

 **ADVANCED DIAGOSNTIC CENTRE** – RAWALPINDI, PAKISTAN

NETWORK SUPPORT TECHNICIAN – 03/2024 – 09/2025

- Assisted in the installation, configuration, and maintenance of LAN/WAN networks, routers, switches, and access points.
- Monitored network performance and troubleshooted connectivity issues to minimize downtime.
- Supported internal teams with technical issues, ensuring smooth communication and data flow across departments.
- Managed user accounts, network permissions, and basic server configurations under senior supervision.
- Implemented security measures such as firewalls and antivirus updates to protect system integrity.
- Documented all network changes, repairs, and system configurations for future reference.
- Provided on-site and remote technical support for both hardware and software-related issues.

 **KFC - SADDAR** – RAWALPINDI, PAKISTAN

CASHIER – 03/2024 – 08/2025

- Managed cash register operations, including processing cash, credit, and digital payments with accuracy and efficiency.
- Provided friendly and professional customer service, handling orders and resolving billing or order issues quickly.
- Balanced cash drawers at the beginning and end of shifts, ensuring all transactions were properly recorded.
- Maintained a clean and organized counter area to ensure a pleasant customer experience.
- Assisted in daily sales reporting and supported team members during busy hours to maintain fast service flow.
- Ensured compliance with company policies, food safety, and hygiene standards.
- Handled customer inquiries and complaints with professionalism to maintain brand reputation and satisfaction.

SKILLS

Customer Service | Communication | Problem Solving | Call Handling | Networking | Troubleshooting | Technical Support | Router Configuration | Cash Handling | Multitasking

● **EDUCATION AND TRAINING**

2020 – CURRENT Rawalpindi, Pakistan
BACHELORS OF SCIENCE IN COMPUTER SCIENCE PMAS Arid Agriculture University

Field of study Information and Communication Technologies (ICTs)

2018 – 2020 Rawalpindi, Pakistan
INTERMEDIATE IN COMPUTER SCIENCE Steps College

● **LANGUAGE SKILLS**

Mother tongue(s): **URDU**

Other language(s): **ENGLISH**