

## **Abdul WAHAB**

### **Customer Service Representative**

House 5 Street 3 Lahore, 42000 / +92 309 3211168

abdulwahabrykhan@gmail.com

### **Professional Experience**

A dedicated and experienced Customer Service Representative with over 9 years of experience in providing exceptional service to customers, resolving issues, and contributing to team success. Skilled in communication, problem-solving, and maintaining a high level of customer satisfaction.

### **Professional Experience**

Engro, Karachi

03/2021 - Present

- Respond to customer inquiries via phone, email, and chat, providing timely and accurate information.
- Resolve customer issues and complaints, ensuring customer satisfaction and retention.
- Maintain up-to-date knowledge of products and services to provide informed assistance.
- Document customer interactions and transactions, recording details of inquiries, complaints, and actions taken.
- Collaborate with team members to improve customer service processes and outcomes.

Fauji Fertilizers Company, Rawalpindi

11/2014 – 03/2021

- Assisted customers with product selection, order placement, and account management.
- Handled returns and exchanges, ensuring compliance with company policies.
- Achieved an 85% customer satisfaction rate through effective problem-solving and communication.
- Trained and mentored new customer service representatives, enhancing team productivity.
- Utilized CRM software to track and manage customer interactions and data.

### **Education**

Government College University, Lahore, Bachelors in International Relations

### **SKILLS**

- Excellent communication and interpersonal skills
- Proficient in CRM software and Microsoft Office Suite
- Strong problem-solving and conflict-resolution abilities
- Ability to work in a fast-paced environment
- Attention to detail and accuracy
- Team collaboration and leadership

### **References**

Anas Tahir, Supervisor at FFC

+92 300 3219392

M. Azeem Hassan, Colleague at FFC

+92 302 3847911