AQSA SHAKEEL

PERSONAL PROFILE

Dedicated and results-driven with proven experience in monitoring, guiding, and managing to ensure high-quality customer service and positive outcomes. Skilled in supervising daily operations, evaluating performances. Strong ability to maintain service standards, resolve escalations, and implement strategies that improve efficiency. Known for a hands-on approach, attention to detail, and commitment to delivering consistent results through teamwork and continuous improvement.

CONTACT INFORMATION

+92 325 4242 550

aqsashakeel139@gmail.com

Chichawatni, Dist Multan

SKILLS

- Team Supervision & Management
- Leadership
- Sense of Oraganization
- Presentation Skills
- Multilingual skills
- Conflict Resolution & Escalation Handling
- Collaboration & teamwork

EDUCATION

MS PHYSICS

COMSATS UNIVERSITY OF ISLAMABAD,LAHORE CAMPUS

2023 - Present

BS PHYSICS

COMSATS UNIVERSITY OF ISLAMABAD,LAHORE CAMPUS

2019 - 2023

EXPERIENCE

Supervisor

Chats

Jan 2024 - Present

As a Supervisor, I am responsible for overseeing a team of support agents, ensuring smooth day-to-day operations and maintaining high standards of customer service. My role involves monitoring agent performance, providing feedback, and guiding the team to meet service level agreements (SLAs) and achieve organizational goals. I focus on delivering positive results by motivating the team, resolving escalations, and implementing strategies to improve efficiency and customer satisfaction. With strong leadership, communication, and problem-solving skills, I ensure the team works collaboratively to deliver consistent, high-quality support while continuously striving for process improvement.

PHYSICS Teacher

Thanet Hall Cambridge School Allied Campus

Sept 2023 - Jan 2024

Crafted and delivered engaging lesson plans aligned with curriculum standards, incorporating hands-on experiments to effectively illustrate scientific concepts. Provided tailored support to meet the diverse learning needs of students while fostering a positive and inclusive classroom environment that encouraged active participation and growth.

PROJECT

Worked on the synthesis and characterization of MoS_2 fiber-based flexible electrodes for water splitting applications. The project focused on developing a cost-effective and scalable MoS_2 fiber-based flexible electrode designed for efficient hydrogen production through photoelectrochemical water splitting. This research aimed at advancing sustainable energy solutions by improving electrode performance and enabling large-scale hydrogen generation.