

MUHAMMAD ARSALAN

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House No 574 J Block LDA Avenue 1

COSTUMER EXPERIENCE REPRESENTATIVE

I am a versatile customer support professional with experience in BPO, logistics, and international service campaigns. I have worked with Talabat, UAE remittance services, US-based cable and internet providers, and FedEx at Ibex Lahore, where I assisted both shippers and recipients in resolving logistics and delivery concerns. Skilled in handling inquiries, payment and order issues, shipment tracking, and service escalations, I combine strong communication, problem-solving, and multitasking abilities to deliver efficient, customer-focused solutions in fast-paced environments.

STRENGTHS AND EXPERTISE

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| • Customer Service & Client Relationship Management | • Email, Chat, and Phone Support | • Consistent Performance & Quality Focus |
| • CRM Tools & Ticketing System | • Problem-Solving & Critical Thinking | • Communication skills |

PROFESSIONAL EXPERIENCE

IIBEX GLOBAL

COSTUMER SERVICE REPRESENTATIVE(FedEx)

- Assisted both shippers and recipients with shipment tracking, delivery scheduling, and resolving logistics concerns.
- Handled inbound and outbound calls to address delivery issues, delays, and service inquiries in a timely manner.
- Provided accurate information regarding shipping rates, customs requirements, and documentation.
- Coordinated with internal teams to ensure smooth package movement and problem resolution.
- Resolved escalated cases with empathy and professionalism, ensuring customer satisfaction.
- Maintained detailed records of customer interactions in CRM systems for follow-up and service improvement.
- Met performance targets by balancing call handling efficiency with quality service delivery.

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Costumer Service Representative(Talabat)

- Managed customer inquiries via chat and calls, addressing issues related to orders, payments, and account management.
- Processed order modifications, cancellations, and refunds while ensuring timely and accurate service delivery.
- Coordinated with restaurants, riders, and internal teams to resolve order delays and ensure smooth fulfillment.
- Provided empathetic and solution-focused support to maintain high customer satisfaction ratings.
- Handled escalations effectively, balancing company policies with customer needs.
- Maintained accurate records in CRM systems for tracking and follow-up purposes.
- Consistently met performance KPIs, including response time, quality scores, and customer satisfaction targets.

APEX BPO

- Handled inbound calls for a US-based cable and internet service provider, addressing billing inquiries, discounts, and service concerns.
- Assisted customers with troubleshooting service issues and coordinating technical support when needed.
- Generated sales by promoting relevant service upgrades and packages based on customer needs.
- Provided accurate product and service information to enhance the customer experience.
- Managed customer accounts in CRM systems, ensuring data accuracy and timely follow-ups.
- Resolved complaints with professionalism, aiming for first-contact resolution.
- Achieved and maintained individual performance targets in sales, call quality, and customer satisfaction.

Mindbridge Pvt Ltd

Taptap Send

- Assisted customers with remittance services, including payments, transactions, refunds, and account-related inquiries.
- Provided professional support via phone and email to ensure timely and accurate resolutions.
- Guided customers through transfer processes while ensuring compliance with financial regulations.
- Investigated and resolved transaction issues, coordinating with internal teams when necessary.
- Maintained detailed and accurate records in CRM systems for tracking and follow-up.
- Delivered empathetic and customer-focused service to maintain high satisfaction ratings.
- Consistently met operational KPIs, including quality scores, resolution times, and customer satisfaction targets.

EDUCATION

Virtual University of Pakistan

Bachelor of Software Engineering(Continue)

Punjab Group of College

Intermediate(Pre-med) 86%

F.G Public school

Matriculation 91%
