



**Asma Parveen**

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## Professional Summary

Enthusiastic and detail-oriented professional with strong communication skills and a passion for delivering excellent customer support. Experienced in handling customer inquiries, resolving issues efficiently, and maintaining accurate records. Seeking a remote Chat Support position where I can utilize my problem-solving abilities, typing skills, and multitasking capabilities to enhance customer satisfaction.

## Core Skills

- Customer Support & Live Chat Assistance
- Problem-Solving & Conflict Resolution
- Fast & Accurate Typing Skills
- Schedule & Time Management
- Client Relationship Management
- Team Collaboration

## Education

**B.Sc. in Mathematics** — Fatima College, Madurai — 73%

**Higher Secondary** — St. Joseph's Matriculation Higher Secondary School — 80.5%

**SSLC** — St. Joseph's Matriculation Higher Secondary School — 94.8%

## Professional Experience

**Business Development Manager** — Jovee Infotech (2022 – Present)

- Responded to client inquiries via chat, email, and phone, ensuring timely resolution.
- Built strong client relationships and supported customer onboarding.
- Coordinated between departments to deliver seamless project execution.

**Admin Executive** — Dexter Academy (2021 – 2022)

- Handled customer queries and maintained client records.
- Assisted with scheduling, data entry, and administrative tasks.
- Supported event planning and internal communications.

## Additional Information

**Languages:** English, Tamil

**Technical Skills:** MS Office, Google Workspace, Chat Support Tools (basic exposure)

**Strengths:** Strong written communication, quick learner, excellent attention to detail