

Rija Zainab

Customer Success Manager

As a Success Manager I am focused on building strong client relationships, ensuring customer satisfaction, and driving retention. Skilled in understanding client needs, aligning solutions to business goals, and proactively resolving issues to maximize customer value and loyalty



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Lahore, PK

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EDUCATION

Bachelors in Home Economics

University of Home Economics, Lahore

09/2016 - 01/2023

Lahore, PK

Courses

- Human Resource Development
- Educational Psychology
- Management Sciences
- Project Management
- Communication Skills
- Guidance & Counselling
- Economics
- Research & Statistics

WORK EXPERIENCE

Customer Success Manager

TCP Software

02/2025 - Present

Lahore

Achievements/Tasks

- Manage and oversee upcoming customer renewals, ensuring a smooth and timely process.
- Build and maintain strong rapport with clients to foster long-term relationships.
- Act as the primary point of contact for client retention, addressing concerns and ensuring satisfaction.
- Work closely with clients to understand their needs and ensure our services align with their goals.
- Proactively identify and resolve issues to prevent churn and maximize customer retention.
- Ensure that both company and client objectives are met through consistent communication and support.
- Monitor client engagement and satisfaction to maintain high renewal and retention rates.

Contact : Rohan Mohsin

Customer Support Representative

Ibex Pakistan

03/2023 - 08/2024

Lahore, PK

Achievements/Tasks

- Managed customer interactions for Walmart US and Careem UAE via phone, email, and chat
- Used CRM tools to keep accurate customer records
- Resolved inquiries on orders, products, and deliveries
- Collaborated with teams to handle complex customer issues
- Applied effective communication to professionally address customer concerns

Contact : Subhan Shahid

SKILLS

Problem Solving

Teamwork & Collaboration

Customer Service

CCA2 CRM

Apollo CRM

Citrix

Jira

Genesys

Okta

PROJECTS

Careem UAE - Customer Support (03/2024 - 08/2024)

- Facilitated seamless order delivery and customer satisfaction by managing over 100 food orders per week.
- Resolved 95% of issues within the first contact, leading to a 20% improvement in customer retention.
- Processed refunds and handled claims efficiently, resolving 1,000+ refund requests monthly with a 98% accuracy rate, resulting in a 15% reduction in refund processing time

Walmart US - Customer Support (03/2023 - 03/2024)

- Achieved a consistently high customer satisfaction rating of 90% through effective problem-solving and proactive communication.
- Successfully reduced customer complaint resolution time through the implementation of streamlined processes and tools.

Website Content Development (12/2022 - 03/2023)

- Created content for local websites with EvoFinite.
- Promoted client businesses over social media.

Human Resources Management (10/2022 - 11/2022)

- Assisted with HR activities at Shaukat Khanum Memorial Hospital.
- Completed a 4-week internship tenure which involved all phases of HRM.

Case Study - Clinical Psychology

- Took histories of patients.
- Counseled patients about their anxiety and depression.

LANGUAGES

English

Full Professional Proficiency

Urdu

Native or Bilingual Proficiency

Punjabi

Native or Bilingual Proficiency

INTERESTS

Learning new skills

Food Blogging

Music

Reading