Muhammad Umair

Software Developer

Experienced Customer Service Representative with excellent oral and written communication skills, active listening abilities, and strong analytical problem-solving capabilities. Committed to enhancing customer experiences by delivering service-oriented support, understanding their needs, and providing tailored solutions that foster long-term customer loyalty. Dedicated to ensuring customer satisfaction and exceeding expectations.



Contact

Work History

2024-09

Address

Rawalpindi, Punjab, 23451 Pakistan

Phone

03245493698

E-mail

umairajput711@gmail.com

LinkedIn

www.linkedin.com/in/muhammad-umair-7a2327233



-Strong knowledge of customer handling skills over the call.

-Excellent communicati on skills, both verbal and written

-Native
English
communicati
on expertise.

2021-01 - Customer Service Representative 2022-09

ACE BPO, Rawalpindi, Punjab, Pakistan

- Provide services to customers accurately and efficiently, ensuring compliance with law firms and solicitors.
- Responded to customer requests for products, services, and company information.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.

2024-02 - Customer Service Representative

Incresco Digital Solutions, Rawalpindi, Punjab, Pakistan

- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Responded to customer requests for products, services, and company information.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.

-Ability to collaborate with teams

- Proficient in web technologi es: HTML5, CSS3, JavaScript, and React
- Strong
 foundation
 in
 programmi
 ng
 languages:
 Java, C++,
 and C
- Experience d in front-end developm ent and building responsive web applications

Problemsolving abilities

Complaint resolution

2022-08 -2023-11

Team Manager

NextGen Solutions, Saddar, Rawalpindi

- Coordinated with insurance companies to process claims and resolve issues
- Trained and supervised closers in daily operations and customer service.
- Led employee relations through effective communication, coaching, training, and development.



Education

2020-03 matric: Computer Science

federal science school

2023-02 FSc: ICs

Gordon College Rawalpindi

bachelor's degree: software engineering

National University of Modern Languages



Authored more than 35 blogs in 2022 related to nature and future aspects.