

# MUHAMMAD USMAN

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## OBJECTIVE

Organized and motivated employee who believes in hard work. I seek challenging opportunities where I can fully use my skills for the success of the organization.

## EXPERIENCE

Jan 2020 -  
Sept 2023

### Medicare

Telesales agent

- Worked in Medicare as a telesales agent for 3.5 years.
- Answering inbound and outbound calls.
- Worked closely with customers in a fast-paced environment.
- listening the complaints of customers and handling them with respect and practice.
- Delivered courteous customer service in person and over the phone.
- Helped customers to find best products for them.

Feb 2017 -  
Dec 2019

### Green valley - 2 Years

Customer service representative

- Monitored customer calls and provided feedback to company.
- listening and resolving of customers issues regarding products.
- Answering of more than 100 calls per day.
- Excellent customer service provided many times.
- Worked in a busy environment.

**Work eligibility :** fully work permitted

## EDUCATION

2017

### Swedish institute of technology

- Diploma of associate engineering chemical

2013

### Govt boys high school

- Matric

## SKILLS

- Microsoft excel
- Microsoft word

## LANGUAGES

- English
- Urdu