

WASEEM RAZA

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OBJECTIVE

My goal is to become associated with a company where I can utilize my skills and experience and gain further experience while enhancing the company's productivity and reputation.

EXPERIENCE

✓ NOKIA NETWORK SOLUTIONS (LOBO STAFFING SOLUTIONS)

05 -03-2021 - 13-03-2022

Service Desk executive

Worked with Lobo staffing solutions for client Nokia network solutions as service desk executive.

Handling inbound calls and emails of Nokia client (Optus telecom Australia)

Provide ticket update information to onsite technicians.

.Follow up on incidents that raise during maintenance.

Relaying information to site engineers to perform corrective maintenance.

✓ TRP CORPORATE

15 -02-2017 - 10-1-2020

Customer service executive

Worked as customer care executive for U.S based process.

Handling inbound and outbound calls

Handling customer queries and generate leads .

✓ Globus IT solutions

8 -12-2015 - 8-1-2017

Telesales executive

Worked as sales executive for Australian process

Generate leads and convert them into sales

✓

✓

EDUCATION

✓ U.P BOARD

2007

12th

65.8

✓ CBSE

2005

10th

50%

SKILLS

Extensive call center representative experience.

Strong communications skills(written and verbal).

Good interpersonal skills with an ability to understand the customer's problem and solving them.

Training New employees and getting them productive quickly.

Good knowledge of computer.

ACHIEVEMENTS & AWARDS

Offered "Best performer of the month " for replying to maximum number of support tickets within a stipulated time.

INTERESTS

Travelling, learning new technologies

LANGUAGE

English,Hindi

Signature:



Waseem Raza