

# Rashid Rehman

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Visa Status: Visit Visa (Valid till 20 Dec, 23)

## PROFILE SUMMARY:

Dedicated and results-driven customer service professional with a proven track record of delivering exceptional support and ensuring client satisfaction. Strong communication and problem-solving skills, combined with a customer-centric approach, to provide top-notch service and resolve inquiries efficiently. Committed to maintaining high standards of service quality and fostering positive customer relationships.

## KEY COMPETENCIES:

- Customer Relationship Management
- Attention to Detail
- Strong interpersonal skills
- Customer handling
- Telephone Etiquette
- Proactive and self-motivated
- Multitasking
- Sales Support Software Proficiency

## PROFESSIONAL EXPERIENCE:

**Customer Support Executive**  
**Intelligent Outsource Pvt. Ltd Lahore**

**August 2022– July 2023**

### Responsibilities:

- Customer's First point of interaction via phone and email support
- Problem resolution in a timely manner
- Processing inquiries in Zendesk
- Maintaining the communication between the CS team and the Internal team
- Data Entry and Management
- Managing the queue and maintaining the KPIs
- Staying updated to enhance customer support skills

**Jr. Sales Executive**  
**Zong Telecommunication, Lodhran**

**March 2021–Jun 2022**

### Responsibilities:

- Prepare reports by collecting, analyzing, and summarizing customer information.
- Verifying customer's information on the basis of provided documents.
- Act on customer applications for port out requests, approve or reject as per telecommunication authority.
- Follow up on all the cases related to daily requests
- Attending team meetings for sharing and discussing work.
- Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output.

**Responsibilities:**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times
- Responding promptly to customer inquiries
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Knowing the products inside and out to answer questions.
- Processing orders, forms, applications, and requests.
- Ensure customer satisfaction and provide professional customer support

**EDUCATION:**

- **M.A International relations**  
*University of Sargodha*
- **B.A English Linguistics and Literature**  
*The Islamia University of Bahawalpur*
- **F.sc (Pre-Engineering)**  
*The Superior College Lodhran*
- **Matriculation**  
*Govt. Boys High School Lodhran*

**TOOLS:**

- MS-Office Suite
- Aurora
- Slack / Asana
- Zendesk
- Buffer/ Hootsuite/ Postly
- Meta Business Suite
- Google Search Console
- Google Ads
- Google Analytics

**ADDITIONAL INFORMATION:**

- Languages: English (Fluent), Urdu (Native)
- Nationality: Pakistani
- Date of birth: 26/11/1998
- Marital Status: Single
- Ability to Join: Immediately