



Umar Javed

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Career Objective:

Dedicated and results-driven Customer Support Specialist with 6 years of experience in providing exceptional service and resolving customer issues. Adapt at managing inquiries, handling complaints, and ensuring customer satisfaction.

Professional WORK EXPERIENCE:

Customer Support Specialist in Al Fardan Exchange L.L.C Dubai, 2022 (Present)

Responsibilities:

- Respond to customer inquiries via phone, emails, addressing concerns and providing accurate information.
- Resolved issues promptly and ensured customer satisfaction.
- Maintain a high level of product knowledge to provide accurate information to customers
- Maintain accurate record of customers interactions and transactions
- Collaborated with cross-functional teams to resolve complex issues.
- Maintaining the concentration and focus in order to meet performance goals.

Service Support Analyst in Pakistan Telecommunication Company LTD Lahore, Pakistan 2019 TO 2022

Responsibilities:

- As a Service Support Analyst I have worked in all 4 Departments coming in associated in Service Support Center. Service Desk Dept. NRB Dept. Scrum Dept. Activation Dept.
- Refers unresolved customer grievances to designated Business or Service Desk Department.
- Check to ensure that appropriate changes were made to resolve Customer Technical problems.
- Ensured entered data accuracy by comparing with basis documents and identified error.
- Providing information to Employees on where and how information is found.
- Interact with the upper level Management and give or share the ideas what is best for company.
- Interact with the Upper level Management giving them different kind of reports i.e. Accuracy Report, FCR Reports, Attendance Report, Spreadsheets related to Agents.
- Handling Administrative request and queries for Senior Managers.

Customer Service Sales Representative in Pakistan Telecommunication Company LTD by ETISALAT Lahore, Pakistan 2017 TO 2019

Responsibilities:

- Manage large amount of Customer Complaints and Billing issues on Phone calls, Emails and on Social Media platform.

- Handle customer complaints, provide appropriate solution and alternatives within the time limits and follow up to ensure solutions.
- Place phone calls to potential customer to educate them on Service and products offered by the company.
- Handling high call volume while consistently exceeding 100% sales goals.
- Enter orders for customers in a CRM for product or services and recorded customer information in the database
- Our main purpose in to provide customer FCR (First Call Resolution) during calls.

SKILLS:

- CRM Systems.
- Outlook.
- Microsoft Office.
- Employee Data Management.
- Excellent Multitasking Ability.
- Strong listening and Communication abilities.
- Exceptional Organizational skill.
- Handling Pressure.
- Strong work Ethics.
- Time Management.

Achievements:

Employee of the Month in May, July, August 2023 in Al Fardan Exchange L.L.C

EDUCATIONAL QUALIFICATION:

- Bachelors of Science in **Information Technology** 2014 to 2018 from **Lahore Leads University**, Lahore

VISA DETAILS:

Visa Status : Employment Visa.

PERSONAL BACKGROUND:

Gender : Male

Date of birth : 03-11-1993

Nationality : Pakistani

Marital Status: Single

Languages : English C1, Hindi A1, Urdu C1