



# Sehrish Sharif

Customer Service

## About Me

Committed to identifying and implementing continuous improvements in the customer services industry. Now looking for a new and challenging position, one which will make the best use of my existing skills and experience and also my personal and professional development

## Skills

- Teamwork
- Organizer
- Communication
- Adaptability
- Multi Tasker
- Leadership
- Openness

## Contact Details

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## AWARDS

Employee of the Month Jazz Pakistan – 2020

Certificate of appreciation Z.A School System - 2019

## Reference

Will be furnished on demand

## Education

### 2015-2017 | University of the Education

- Master's Degree in Education (Leadership and Management)

### 2013 - 2015 | University of the Punjab

- Bachelor's Degree in Business Arts (Islamiyah, Arabic & Persian)

## Experience



2021-2023

OLX Classifieds Company

### Care Consultant-Issue resolution team

Coordinate and track the movement of goods through logistic pathways. Manage 3pl's To answer customer queries Managing queries and issues of customers. Have to keep a check and balance on the complaints.



2019-2020

Customer Support Executive

### Mind Bridge

To answer queries over the Jazz 111 helpline and provide a resolution regarding the network issue and general balance deduction complaints



2018-2019

Z.A School System

### Teaching

Responsibilities. Create and distribute educational content (notes, summaries, assignments, etc.) Observe and understand students' behavior and psyche and report suspicions of neglect, abuse, etc. Develop and enrich professional skills and knowledge by attending seminars, conferences, etc

## Language

English



Urdu



Punjabi

