

USAMA AHMAD



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Address:
Jhelum Cantt, Pakistan

Education:

- B.S Hons
(Information Tech)
2015-2019
University Of Gujrat

Skills:

- Word
- Excel
- Power Point
- Technical Writing
- Canva

Languages:

- English
- Urdu
- Punjabi

Abilities:

- Communication
- Leadership
- Time Management
- Decision Making

WORK TYPE

Full time
Contract,
Available to start
immediately.

OBJECTIVE

Dedicated and customer-focused professional seeking a challenging role as a Customer Service Representative. where I can leverage my excellent communication skills, problem-solving abilities, and passion for helping others to provide exceptional service and contribute to the overall satisfaction and success of customers and the organization. Interested in a similar opportunity where my skills can be fully utilized.

Experience:

Ace | Customer Service | July 2023 to Current

The Responsibilities includes Providing customer service to the clients. Listening their call and giving them solution of their problem. Providing support to customer via email and chat. Process currency exchange transactions accurately and efficiently, including buying and selling foreign currency, ensuring compliance with company policies and regulations. Offer information and guidance to customers on currency exchange rates, fees, and related services. Educate customers on available products and services to meet their needs effectively. Handle customer complaints, disputes, and escalations professionally and efficiently, resolving issues to the satisfaction of both the customer and the company.

Shelton Hotel | Front Desk Officer | May 2022 – June 2023

The duties include Welcoming guests and visitors in a friendly and professional manner as they arrive at the front desk or reception area. Handling incoming phone calls, screen and direct calls to appropriate individuals or departments, and take messages as needed. Assisting guests with inquiries, providing information about the organization, facilities, services, or events. Processing check-ins and check-outs for guests, including verifying identification, collecting payment, and issuing room keys or access cards. Managing reservations and bookings, including making new reservations, modifying existing reservations, and canceling reservations as needed. Offering concierge services to guests, such as arranging transportation, booking restaurant reservations, or providing recommendations for local attractions and activities. Receiving sort, and distribute mail and packages to appropriate recipients within the organization. Processing payments for services, goods, or accommodations, including cash, credit card, or electronic payments, and issue receipts as necessary. Addressing customer complaints or concerns promptly and professionally, striving to resolve issues to the satisfaction of the customer while upholding company policies and standards. Coordinating with other departments or staff members to fulfill guest requests, arrange for repairs or maintenance, or address special needs or accommodations. Maintaining accurate records of guest interactions, reservations, payments, and other relevant information using computerized systems or manual logs.

Ghaiba Pvt Limited | Amazon Expert Virtual Assistant | December 2020 to April 2022

The Responsibilities includes sending a detailed report of previous day spend sales, buyer messages, Claims and Negative Feed Backs. Managing three amazon stores operating in United Kingdom market. Optimizing listing adding high performance keywords in listing, writing attractive content to attract clients updating images. Replying to buyer messages, creating shipping labels sending the labels to warehouse team.

Training And Certification:

- CCNA
- MCSE
- Cyber Security

Hobbies:

- Internet Surfing
- Poetry
- Walking
- Watching Cricket

Nationality: Pakistani

Reference:

Will be Provided On Demand

Creating attractive listing of newly launched products. Sending feedback request to buyers. Issuing Refund to those customers who has made refund request. Creating case to solve technical issues handling a to z claim and maintain account health. Monitoring sales performance, conversion rates, and other key metrics to track progress and identify areas for optimization. Observing competitors' pricing and adjust product prices accordingly to remain competitive and maximize profitability.

Emars BPO | Call Center| October 2019 to November 2020

The Duties Includes Answer incoming calls from customers regarding inquiries, issues, or requests for assistance. Assist customers by providing accurate information, troubleshooting problems, and resolving issues to their satisfaction. Respond to customer inquiries regarding products, services, pricing, availability, billing, account management, and other related topics. Assist customers with placing orders, processing returns, cancellations, or exchanges according to company policies and procedures. Adhering to communication scripts and guidelines provided by the company to ensure consistency in messaging and compliance with company policies. Updating customer information, account details, and call logs accurately in the company's database or customer relationship management (CRM) system.