CURRICULUM VITEA

SHAHZEB HUSSAIN

Professional Summary

Customer-focused professional with extensive experience in providing exceptional service and support. Proficient in handling inquiries, resolving issues, and managing customer relationships effectively. Skilled in communication and problem-solving, with a track record of exceeding customer expectations. Adept at working across multiple channels to ensure timely and satisfactory resolution. Committed to delivering outstanding customer experiences and contributing to the success of the organization.

Work Experience

Job Position: Customer Service Representative
Jazz Customer Care Soluations.

Jan /2018 to Mar 2022

1. **Customer Assistance:** Provide prompt and courteous assistance to customers via phone, email, chat, or in-person interactions.
2. **Issue Resolution:** Address customer inquiries, concerns, and complaints effectively, striving for satisfactory resolutions.
3. **Product/Service Knowledge:** Maintain a deep understanding of the company's products or services, as well as any jazz-themed elements that may be relevant to customer interactions.
4. **Communication:** Communicate clearly and sympathetically with customers, ensuring they feel valued and understood.
5. **Problem Solving:** Utilize critical thinking and problem-solving skills to handle complex issues and find creative solutions, perhaps in a manner that reflects the improvisational nature of jazz.
6. **Record-Keeping:** Accurately document customer interactions and transactions in the company's CRM system.
7. **Team Collaboration:** Collaborate with colleagues and other departments to resolve customer issues efficiently and improve overall service quality.
8. Up selling/**Cross-Selling:** Identify opportunities to promote additional products or services to customers, while ensuring that recommendations align with their needs and interests.

Contact

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Skills

Professional
Communication
Data Insight
Building Relationships
Ability to see the big picture. ...
Adaptability. ...
Calm under pressure. ...
Effective problem-solving skills. ...
Honesty. ...
Continually seeking improvement. ...
Proficient in project management. ...
Able to manage and release stress.

Technical

Microsoft Office, Ms Word, Ms Excel, Ms PowerPoint
Adobe Creative Suite
HTML, Telephone use and remote access, Networking and cabling

Education

BACHELOR OF COMPUTER SCIENCE (2016-2022)
THE AGRICULTURE UNIVERSITY OF PESHAWAR, PAKISTAN

FSC, PRE ENGNEERING (HSSC) (2014-2016)
PESHAWAR SCIENCE COLLEGE SHAHI BAGH PESHAWAR
METRIC, SCIENCE (SSC) (2011-2013)
ALLAMA PUBLIC SCHOOL PARACHINAR

Work Experience:
Web Developer at ISOFT, PESHAWAR
Apr 2022 to Jan 2024

Writing Code:
   write well-designed, testable, and efficient code using best software development practices.
   They use programming languages such as HTML, CSS, and JavaScript to create website functionality.

Website Layout and U
design website layouts and user interfaces (UI) by following standard HTML/CSS practices.
They ensure that the site's appearance is visually appealing and user-friendly.

Data Integration:
   integrate data from various back-end services and databases into the website.
   They ensure seamless communication between the front-end (what users see) and back-end (server-side)
   components

Requirements Gathering
collaborate with stakeholders to gather and refine specifications based on technical needs.
Understanding client requirements is crucial for creating customized solutions

Documentation:
create and maintain software documentation.
Proper documentation helps in understanding the co debase and facilitates future updates.

Staying Current:
   stay informed about emerging technologies and industry trends.
   Applying these insights enhances their work and keeps websites up-to-date

Hobbies & Interests

   Troubleshooting abilities
   Communication skills
    Attention to detail
   Time management
   Customer service
   Rapport building
   Poker competitions

Languages: English, Arabic, Urdu, Pashto