



ZEESHAN NAZIR

Customer Service Specialist

As an experienced personnel, aiming to start my career with a reputed organization. I will apply strong interpersonal skills and genuine desire to meet customer needs. I want to move ahead and learn more within the highly challenging work environment.



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Karachi, Pakistan

SKILLS

Communication Skills

Customer Service

Decision Making

Problem Solving Skills

Attention to Details

LANGUAGES

English
Full Professional Proficiency

Urdu
Native or Bilingual Proficiency

Arabic
Professional Working Proficiency

INTEREST

Reading Books

Exploring IT
Advancements

Emerging Technologies
learning

Learning AI Course

WORK EXPERIENCE

Customer Service Representative Al Ansari Exchange LLC

05/2010 - 03/2015

Dubai, UAE

Achievements/Tasks

- Greeting the Walk in Customers.
- Assisting walk in Clients as well as over the phone calls.
- Registering clients data which includes the company and employees data for the salary transfer through the wages protection system implemented by the Ministry of Human Resource and Employment.
- Worked in the hub where we have direct interaction with clients and sort out all the issues in coordination with the other departments.
- Sometimes we also do outbound calls for taking customers suggestion about services and also brief them about our other services.
- As an achievement, customer satisfaction was the main goal and I really work hard to achieve this goal.

ORGANIZATIONS

Transguard Group LLC (06/2022 - 06/2023)

Al Ansari Exchange LLC (05/2010 - 03/2015)

CERTIFICATES

MS Office (04/1998 - 06/1998)

Basic Life Support (Security Guard) (06/2022 - Present)

Basic Fire Safety (06/2022 - Present)

EDUCATION

MBA(Finance) Virtual University of Pakistan

10/2010 - 10/2015

Karachi, Pakistan

B.Com University of Karachi

01/2006 - 01/2009

Karachi, Pakistan