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Address

Al Quoz industrial area 2
, Dubai

My Education

Feb,2017 - Feb,2021
Master of Business
Administration &
Management Sciences
University of Gujrat

Apr,2014 - Apr,2016
Bachelor of Commerce
University of Punjab , Pakistan

May,2011 - May,2013
Diploma of Account
PBTE, Lahore, Pakistan

Work Experience

Customer Service Representative

Doorsec Technical Service LLC | May,2023 - Present

Manage large amounts of incoming phone calls.

Generate sales leads.

Identify and assess customers' needs to achieve satisfaction.

Build sustainable relationships and trust with customer accounts through open and interactive communication.

Provide accurate, valid and complete information by using the right methods/tools.

Meet personal/customer service team sales targets and call handling quotas.

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Keep records of customer interactions, process customer accounts and file documents.

Follow communication procedures, guidelines and policies.

Take the extra mile to engage customers.

Customer Service Representative

Amazon | Dec,2021 - May,2023

Providing introductory information to prospective and new customers



Muhammad
Salman

Customer Service
Representative

Career Objective

Dedicated and results-driven Customer Service Representative with a track record of exceeding customer satisfaction targets. Seeking to leverage effective communication and problem-solving skills to maintain a customer-centric approach and achieve a 95%+ customer satisfaction rating

My Skills

Communication	<div></div>
Ability to Use Positive Language	<div></div>
Effective Listening.	<div></div>
Multitasking	<div></div>
Problem Solving	<div></div>
Interpersonal skills	<div></div>
Empathy	<div></div>
Persuasive Speaking Skills	<div></div>

Ensuring that consumers are satisfied with products or services by handling complaints and inquiries

Following up with clients or customers by phone or email to check that they're still satisfied with their purchases

Letting patrons know about additional products or services that might benefit them

Determining the quickest, most effective ways to answer a client's or customer's questions

Escalating queries and concerns, when necessary

Troubleshooting common issues with products or services.

Working with a team of CSRs and other departments to find appropriate solutions to problems.

My Languages

English	<div></div>
Urdu	<div></div>
Hindi	<div></div>
Punjabi	<div></div>
Arabic	<div></div>

Interests

- Learning new Language
- Cricket
- Football
- Reading Books