



Arshia Azam Javed

Villa 19, Burq Al Manayif St , Abu Dhabi UAE

arshiaazam1234@gmail.com | 0501707549 | DoB: 22 -10-1994 | NATIONALITY : Pakistani

Accomplished customer service representative for 3 years. Consistently maintaining satisfaction provides superior customer service and resolve issues quickly and winning customer loyalty which contributes to company success

Professional Experience

National Bank of Pakistan

CSR (Customer Support Representative)

11/20 - 11/23

Work 3 years as a CSR at Htech solution Islamabad, working as a third-party Under National Bank of Pakistan..

- Manage CRM systems and Handle Inbound calls
- Provide product knowledge
- Solve the customers inquiries
- Generate complaints and send to the complaint department
- Also work as a mentor for new batches.

OGDCL (Oil and Gas Development Company Limited)

HR-Intern

02/19 - 02/20

THE EDUCATORS School

Subject Teacher

10/18 - 12/18

MCB Bank

Internship

08/16 - 09/16

D-Watson

Internship For Customer Dealing

Education

National University of Modern Languages Islamabad

BBA Hons (HR) - CGPA 2.76

06/17

Islamia Girls College, Quetta

F.S.C (Pre-medical)

05/12

Secret Heart Girls High School Quetta

General Science

03/10

Projects

Final project New Business Creation (NETCURE) an Online Pharmacy

(CALL and CLEAN) Home Cleaning Service

Entrepreneurship

Research Paper on (JOB STRESS)

Languages

- English, Urdu, Hindi

Key Skills

- Microsoft Office
- Telephone skills
- Working on CRM
- Record maintaining
- Outstanding Customer Service
- well Communicate