

WAQAR AHMAD



Contact

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20B Street, Building Mattar Al t
ayar, Near karama park, Al kara
ma Dubai

Personal Details

Date of Birth : 04/02/2000

Marital Status : Single

Nationality : Indian

Passport : T6034215

Skills

Organisation and recordkeeping 80%

Time management 100%

E-commerce platform expertise 80%

Communication skills 80%

Quick learner 100%

Moderate computer skills 80%

OBJECTIVE

Seasoned professional with a proven track record in customer service excellence and e-commerce platform expertise, demonstrated through impactful roles at AMAZON and other key industry players. Skilled in complaint handling and data management, I've significantly enhanced customer satisfaction and operational efficiency. Quick to master new skills, I bring organization and a patient, yet assertive approach to team and project leadership. Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

EXPERIENCE

AMAZON

Customer Support Associate

- Upheld high standards of customer services by responding to inquiries, needs and problems.
- Implemented customer feedback mechanisms to improve service quality and efficiency.
- Followed up with customers on pending orders and inquiries to ensure satisfaction.
- Maximized customer satisfaction by handling customer email and telephone interactions.

TELEPERFORMANCE

Senior customer Representative-Voice

- Maintained strong call control and quickly worked through scripts to address problems.
- Delivered enthusiastic, efficient and multi-faceted administrative and computer support, particularly through production and underwriting processes.
- Handled many customers daily and processed transactions, deposits, and withdrawals.

June
2024 -
Dec
2024

Oct
2023 -
March
2024

	KOHINOOR GOODS AND SERVICES (Self-Employed)	Jan 2023 - June 2024
Languages	Market Place seller	
English		
Hindi	<ul style="list-style-type: none"> • Maximized sales by keeping areas tidy, fully stocked and correctly priced. 	
Urdu	<ul style="list-style-type: none"> • Monitored competitor activity and adjusted strategies accordingly. 	
Interests		
Playing hockey	<ul style="list-style-type: none"> • Monitored customer satisfaction levels through surveys or focus groups in order to identify areas of improvement. 	
Travelling	<ul style="list-style-type: none"> • Analyzed competitor activities in order to stay ahead of the competition. 	
	NGM MUSICALS	Mar 2021 - Jan 2023
	Production and Inventory Coordinator	
	<ul style="list-style-type: none"> • Monitored inventory levels in stock, expendables and essential items to meet production demands. • Implemented quality control measures to maintain high standards of production. • Maintained accurate records of raw materials, finished products and other inventories. 	
EDUCATION		
	St Paul's senior secondary school	2019
	Senior secondary	
	St Paul's senior secondary school	2017
	Higher secondary	