



# Arshia Azam Javed

Villa 19,Burq Al Manayif St , Abu Dhabi UAE

arshiaazam1234@gmail.com | Visa Type: spouse Visa | 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

11/20 - 11/23

#### CSR ( Customer Support Representative)

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
- Answered calls per day with professionalism.
- Provide accurate product knowledge that decrease the complaint of customer.
- providing information on service or product upgrades.
- 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)

02/19 - 02/20

#### HR-Intern

- Preparing presentations.
- Handling documents, receiving and mailing documents.
- Maintain the data on systems and Register.
- Screening the documents according to the eligibility criteria.
- Also work on Corporate social responsibilities.
- Work on different areas Like,
- Health, Education, Water & Sanitation and Sports.

### THE EDUCATORS School (Subject Teacher)

10/18 - 12/18

### MCB Bank (Internship)

### D'Watson (Internship For Customer Dealing)

## Education

### National University of Modern Languages Islamabad

06/17

BBA Hons (HR) - CGPA 2.76

### Islamia Girls College, Quetta

05/12

F.S.C (Pre-medical)

### Secret Heart Girls High School Quetta

03/10

General Science

## Languages

- English, Urdu, Hindi

## Projects

- Final project New Business Creation (NETCURE) an Online Pharmacy
- Entrepreneurship
- Research Paper on (Job stress)
- (CALL and CLEAN ) Home Cleaning Service

## Key Skills

- Microsoft Office
- Telephone skills
- Working on CRM
- Record maintaining
- Outstanding Customer Service
- well Communicate
- Interpersonal skills
- Time Management
- Multitasking skills