



# Arshia Azam Javed

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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
- Greet and assist a high volume of customers daily.
- Answered calls per day with friendly and professionalism.
- Processed inbound customer calls, providing information on service or product upgrades.
- For example provided loan related information, digital mobile banking, transaction and balance related information.
- Provide accurate product knowledge that decrease the complaint of customer.
- providing information on service or product upgrades.
- Follow the company SOPs for Customer Transaction and other services.
- Activate and deactivate customer debit cards, E-commerce transactions, digital mobile banking, SMS alert services etc.
- Solve the customers inquiries.
- Resolve customer inquiries and escalate complaints as needed.
- Forward complaints to the appropriate department and follow-up.
- Obtain customer feedback to improve service quality
- 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

- Plan and prepare the lesson.
- Delivering the knowledge of the lesson to the students.
- Check their copies on daily basis.
- Give them homework, assignments and tests.
- Supervising classes to ensure all students are learning and again knowledge.

### MCB Bank (Internship)

- Provide customer service
- Guide a customers and help them for filling the forms. Like deposit slip, check etc.
- Fill the account opening forms.
- Stamping the checks and document.

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

- Maintains customer relationships by welcoming customers, answering their questions; responding to special requests; describing product features.
- Selling beauty and skin care products.
- Provide information about product promotions, new products, and prices.
- Ensure high levels of customer satisfaction through excellent sales service.

## 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

## 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