

Abdul Hafeez

Call Center Representative

-  Karachi
-  03083635400
-  Hafeezbanglani2001@gmail.com

Proactive and achievement-focused, I enhanced organizational effectiveness at Software House by implementing innovative filing systems and spearheading research projects that guided strategic decisions. With expertise in customer relationship management and complaint resolution, my contributions ensured successful event executions and fostered positive customer interactions, embodying a blend of hard and soft skills vital for a Center Assistant.

Skills

- Customer service
- Sales closing
- Customer relationship management
- Complaint resolution
- Payment processing

Work History

- **Call Center Representative**
06 Months Experiences at Software House, Karachi
 - Built strong customer relationships with empathetic communication and active listening skills.
 - Enhanced customer satisfaction by efficiently resolving inquiries and addressing concerns.

Education

- **Bechlor Of Law (LL.B)**
University of Sindh - Jamshoro
- **CIT**
Steveta Board Karachi

Languages

- English  Bilingual or Proficient (C2)
- Balochi  Advanced (C1)
- Urdu  Advanced (C1)
- Sindhi  Advanced (C1)
- Punjabi  Upper intermediate (B2)

2024-01 - 2024-08

2023-12

2018