

KHAWAR MEHMOOD

Rawalpindi, Pakistan | +92 341 5805255 | khawarm2000@gmail.com

Summary

Knowledgeable customer service management professional successful at improving team productivity, reducing escalated calls and increasing customer satisfaction scores. Friendly and efficient customer service team member devoted to maximising customer satisfaction with exceptional service and support. Knowledgeable about industry standards with strong skill in retaining product and service information to provide effective issue resolution. Skilled in promoting sales to increase revenue while addressing diverse issues.

Experience

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| CSR
Spantronics-Rawalpindi | 03/2024 to 08/2024
Rawalpindi |
| <ul style="list-style-type: none">I worked as a CSR by providing Medical health insurance plans to different clients in USA | |
| Dispatcher
Velocity by Grace LTD.-Kohat | 06/2022 to 04/2023
Kohat |
| <ul style="list-style-type: none">I worked as a truck dispatcher by providing trucking services to different logistic companies in USA and performed multitasks like creating maps, dealing with brokers or clients and working as a medium between the brokers or clients and the Management team. | |
| CSR
Rebel Stark Communication-Rawalpindi | 05/2021 to 11/2021
Rawalpindi |
| <ul style="list-style-type: none">An outbound call center job in which I worked CSR by providing Products for Diabetic Patients in USA | |

Skills

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| <ul style="list-style-type: none">Operating system (1 year)Microsoft office expert (4 years)CSR in Call Center both outbound and inbound (2 years)Teaching (2 years)C++ (Less than 1 year) | <ul style="list-style-type: none">Time managementComputer literacyStress toleranceProduct knowledgeDecision-Making |
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Education

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| BS : Software Engineering
IIUI - Islamabad | Islamabad |
| FSC: Pre-engineering
Karwan Model College | 2018
Kohat,Pakistan |
| <ul style="list-style-type: none">900 marks out of 1100.Grade A | |

Personal Information

Nationality: Pakistani
Religion: Islam

Languages

English:	C1
Advanced	
Urdu:	C2
Proficient	
Hindkoh:	C2
Proficient	
Pashto:	B2
Upper intermediate	