


Faranak Amin

Customer Support Specialist

Experienced Customer Support Executive with over almost 2 years of experience in Customer support channels. Excellent reputation for resolving problems and improving customer satisfaction.



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0309-5378856 

Lahore, Pakistan 

WORK EXPERIENCE

Sales Development Representative Motive (KeepTruckin)

02/2022 - Present Pakistan

Achievements/Tasks

- Generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

Sales Development Representative Abacus consulting

02/2021 - 07/2021 Pakistan

Achievements/Tasks

- Initiating contacts with potential customers, executing outbound calls and cold calling customers, identifying potential needs of the customer, qualifying interest and viability of customers, creating relationship to drive sales

Customer Service Specialist Abacus consulting

07/2021 - 02/2022 Pakistan

Achievements/Tasks

- Provided excellent customer service by efficiently resolving issues and responding to inquiries

Customer Support Executive Mindbridge

11/2020 - 02/2021 Pakistan

Achievements/Tasks

- Listened to Merchant questions and concerns to provide answers or responses. Enhanced productivity levels by anticipating needs and delivering outstanding support.

Customer Support Executive Abacus consulting

06/2019 - 07/2020 Pakistan

Achievements/Tasks

- Responded to disruptive events using crisis management techniques to offer corrective solutions and maximize customer satisfaction. Provided excellent customer service by efficiently resolving issues and responding to inquiries.

EDUCATION

B.com Punjab University

06/2016 - 06/2018 Pakistan

SKILLS

Relationship building and management

Customer satisfaction

Critical and creative thinking

Vendor management

Goals and performance

Quality control

LANGUAGES

English

Full Professional Proficiency

Persian

Native or Bilingual Proficiency

Urdu

Native or Bilingual Proficiency

INTERESTS

Art

Reading

Listening to music