FIRDAUS WAZIR

CONTACT

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- 15-October-1997

OBJECTIVE

To be associated with a dynamic and progressive organisation that will allow me to utilise my abilities and qualifications in the field to add value to organisation while providing me with opportunities for growth.

SKILLS

- Languages :
- Java script
- HTML
- CSS
- MySQL
- Microsoft Office :
- Ms Word
- Ms PowerPoint
- MS Excel
- Research and Planning:
- Identifying Problems
- Gathering Information
- Developing Evolution
- Calculating Results
- Excellent inter personal and service customer scales

LANGUAGE

- English (fluency in both spoken and written)
- Urdu
- Pushto

INTERESTS

- Video Games
- Robotics
- Artifical Intelligence
- Travelling

REFERENCE

- **Available on demand**

PROFESSION

Expertise of CRM software in Data entry

Data entry specialist

Customer service specialist

Specialist in IT NETWORKING

EXPERIENCE

PTCL and PTCL survey team
Data entry and As a data holder.
1 year experience in working as a senior ccr in technically department and data entry in PTCL and knows the use of software SMP in technically department in PTCL and a data holder and resolver in PTCL survey team. Know the use of software CRM as data entry in PTCL.

Ufone
Senior CCR
6-Months worked as a Senior CCR and put my efforts in data entry as well. The experience includes,the use of Software in Ufone Care and handled the complaint calls of the customers.

Karwan-e-alamdar Travel Agency
Travel Consultant
1 year of experience as a Senior travel consultant and data entry at Karwan-e-alamdar. Collected and entered the data of customers. Further, Sells and coordinates transportation, accommodations, insurance, tours and activities. Advised clients regarding destinations, cultures, customs, weather and activities. Collected payments, booked travel arrangements and paid applicable fees. Handled the travel issues, conflicts, complaints, cancelations and refunds.

Real Estate
Data Operator
1 year experience as a data operator in Real Estate. Managed property auctions or exchanges. Also
Maintained and updated the listings of available properties. Cooperate with appraisers, escrow companies, lenders and home inspectors. Developed networks and cooperate with attorneys, mortgage lenders and contractors.

Softhat
Web developer
6-Months of experience being an Intern as web developer at softthat. Proficient in JavaScript, HTML, CSS. Proficient in My SQL.
Diagnosed and troubleshoot different websites of company's critical client by developing updated knowledge of the modern technologies and techniques in the industry.

EDUCATION

Army Public School and College, Banu Cantt Matric in Science	2013
Post Graduate College, Bannu Pre-Engineering	2015
Islamia college Peshawer BS- Computer Science	2020

PROJECTS

ERP
Developed a website in HTML, for islamia University Peshawer

ACHIEVEMENTS & AWARDS

- Medals in Sports
- Certificated for social worker
- Opted as a problem solver

STRENGTH

Communication

Teamwork

Flexibility

Confidence

Problem solving

Self Management