



SYED SUBHAN AMIR

Customer Service Representative

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EDUCATION

Bachelors of Business Administration

Iqra University
2018-2022

H.S.C (Commerce)

Govt. Islamia College
2015-2017

SKILLS

- Customer Support
- Critical Thinking
- Problem Solving
- Teamwork
- Communication
- MS Office

LANGUAGES

- ENGLISH
- URDU
- HINDI

ABOUT ME

I am a seasoned Customer Service Officer with two years of dedicated experience in providing exceptional support to customers. During this time, I have honed my skills in active listening, problem-solving, and effective communication. I pride myself on my ability to empathize with customers, understand their needs, and provide timely and satisfactory solutions to their inquiries and concerns. I am well-versed in utilizing various communication channels, including phone, email, and chat, to maintain a high level of customer satisfaction. My dedication to ensuring a positive customer experience has consistently contributed to improved customer retention and brand loyalty. I am eager to continue my career in customer service, leveraging my expertise to uphold the highest standards of customer support and drive organizational success.

WORK EXPERIENCE

Customer Service Representatives

Jul 21 – Aug 23

Smarketing Solutions PVT Ltd. – Karachi

- Respond promptly to customer inquiries via various communication channels (phone, email, chat, social media, etc.).
- Provide accurate and detailed information to customers about products, services, policies, and procedures.
- Actively listen to customers, assess their needs, and offer appropriate solutions or guidance.
- Maintain accurate and comprehensive records of customer interactions, including inquiries, complaints, and resolutions.