



FATIMA USMAN

Customer Service Representative

Customer help representative is responsible for engaging with customer on behalf of their company. Their duties include answering phone calls or emails from consumer's respond to question, participating in meeting with their customer services team to discover new communication tactics and maintaining expert knowledge about company products or services to best assist patrons.

Contact

Phone

+923280332322

Email

famanmalik1998@gmail.com

Address

Lahore, Pakistan

Personal Details

Marital Status : Married

Nationality : Pakistani

Religion : Islam

Gender : Female

Education

- **Graduation (2020)**
University of the Punjab
- **Intermediate (2018)**
Islamia Cantt College, Lahore
- **Matriculation (2016)**
P.R School, Lahore

Language

English

Punjabi

Urdu

Work Experience

○ Mega Brand

Customer Service Representative

(Jan-2023 to June-2024)

- Ability to multi task, prioritize and manage time effectively.
- Excellent communication and presentation skills.
- Strong phone contact handling skills and active listening.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Manage large amounts of incoming phone calls.
- Provide accurate, valid and complete information by using the right methods.

○ Curious Learners School System

Teaching

(Feb-2019 to Dec-2022)

- Facilitating students learning and understanding.
- Creating a positive and inclusive learning environment.
- Inspiring and motivating students to reach their full potential.
- Assessing and evaluating student progress.
- Collaborating with colleagues and parents to support student success.
- Continuously improving their own professional skills and knowledge.

Skills

○ Computer Foundation

- Microsoft office, Outlook, inpage, Word, Excel, PowerPoint, Excess

○ Graphic Designing

- Adobe Photoshop, Corel Draw

○ Fashion Designing Training Program

Lahore Institute Of Technical education

- Drawing, Pattern & Cutting, Sewing, Styling, Embroidery, Team Playing & Management, Multitasking

STRENGTHS

- Highly motivating, creative, and innovative mind.
- Self Motivated/Hard working.
- Quick learner of new Technologies
- Good Problem Solver