

# Nouman Ahmed

Bur Dubai, Dubai

**Cell Phone #:** 0565408917

**Email:** [noumanahmed.ae@gmail.com](mailto:noumanahmed.ae@gmail.com)



## CAREER SUMMARY

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Customer Support Representative with 3 years of experience in delivering top-notch customer service across various industries. Skilled in resolving customer inquiries, troubleshooting technical issues, and maintaining customer satisfaction through effective communication. Proven ability to handle high-volume customer interactions in a fast-paced environment while ensuring customer retention and brand loyalty.

## SKILLS AND STRENGTHS

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- Customer Service & Support
- Issue Resolution & Troubleshooting
- CRM / SAAS Software
- Strong Verbal and Written Communication
- Problem-Solving & Conflict Resolution
- Technical Support & IT Assistance
- Multi-Tasking & Time Management
- Team Collaboration & Cross-Department Communication
- Active Listening & Empathy

## PROFESSIONAL EXPERIENCE

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### **Customer Support Representative | Digital Project Management**

GRC360.ai | Remote

Oct 2022 – Present

- Provide high-level customer service to over 100+ clients daily via phone, email, and live chat.
- Resolve customer complaints and technical issues with 95% first-contact resolution rate.
- Utilize PM tools (e.g., JIRA, Trello) to track the work and log issue fixed.
- Train new support team members on company policies, product knowledge, and customer service techniques.
- Implemented innovative Agile methodologies and tools (e.g., JIRA, Trello) to streamline workflows.
- Led quality assurance initiatives to improve deliverable standards

## **Customer Support Specialist**

Skylinx Technology | Lahore

Jun 2021 – Sep 2022

- Troubleshoot software and hardware issues, providing detailed explanations and solutions.
- Collaborated with the IT team to escalate and resolve complex issues beyond first-level support.
- Managed and responded to incoming customer inquiries and technical issues in a timely manner.
- Assisted in the development of a knowledge base that reduced repeat inquiries by 20%.
- Implemented feedback mechanisms to improve customer experience, resulting in a 10% increase in customer satisfaction.

## **EDUCATION**

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**COMSATS University | MS in Project Management (MSPM) | Pakistan | June 2019**

Concentration: Advance Project Management & Quality Management

**COMSATS University | BS in Computer Science (BSCS) | Pakistan | Mar 2017**

Concentration: Software Engineering, Web Engineering & Human Computer Interaction

## **TECHNICAL SKILLS**

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**Project Management Software:** JIRA, TRELLO

**Operating Systems:** Windows 7, 8, 10, 11

**Software Proficiency:** MS Office Suite, Google Workspace, SAAS system

**IT Tools:** Remote Desktop Software, Ticketing Systems, Zoom, Team

**Languages:** English, Urdu, Hindi