

Syeda Amna Hussain

Customer Support Specialist

To find a challenging position in an organization where I could apply my qualifications and abilities for the development and progress of the organization and develop my career as well.

Availability: Immediately Available for Work



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+971588357072



Dubai, UAE

SKILLS

Management Skills

Multi-tasker

MSWord

MS Excel

MS PowerPoint

LANGUAGES

English

Professional Working Proficiency

Urdu

Native or Bilingual Proficiency

INTERESTS

Photography

Travel

Reading

WORK EXPERIENCE

Customer Support Specialist- International

Ibex

09/2023 - 08/2024,

Pakistan

Achievements/Tasks

- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and/or services.
- Collaborate and build relationships with customers to strengthen service competitiveness.
- Ensure a positive Customer Experience ultimately leading to a good Quality Assurance (QA) Score.

Associate Project Manager

Zameen.com

09/2022 - 09/2023,

Pakistan

Achievements/Tasks

- Selling project property units
- Paying client visitations giving demonstrations
- Following up with clients for deals maturation/healthy relationship management
- Keeping them updated on their chosen property concerns
- Defining project KPIs to expedite individual performance level

EDUCATION

MS Public Administration

The Islamia University of Bahawalpur

2022 - 2024

Pakistan

Courses

- Human Resource Management
- Accounting and Finance
- Individual Behaviour in Organization
- Economics

BS Political Science and International Relations

The Islamia University of Bahawalpur

2017 - 2021

Pakistan

Courses

- Foreign Policy Analysis
- International Relations
- Communication Skills
- Computer Application