



Hassham Naeem

Customer Care, Sale Assistant, Retail, Team Member, Restocking, Data Base Management.

London, UK

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Languages

Urdu (Native)

English (Fluent)

About

As an active computer science student, I bring a wealth of technical capabilities to the table. My proficiency includes troubleshooting Desktops, Laptops, and MacBooks, along with the ability to install and update Windows and drivers. My experience in a mobile shop has equipped me with diverse skills, such as soldering, scanning, printing, and replacing mobile screen protectors. I excel in customer care, boasting a hospitable nature and adaptability to different cultures and accents, consistently leaving customers with a smile. I'm well-versed in data recovery during OS installations and hard drive-to-SSD transitions, as well as data entry and customer email correspondence. Contributing to the overall business growth, I actively engage in restocking and aim for profitable sales. I am a proactive computer science student, continuously expanding my skill set to stay current and effective in my field.

BRANDS WORKED WITH

SSI Technologies

Experience



Customer Care Representative

SSI Technologies | Jan 2022 - Jun 2023

Thrived in a cohesive team environment in a professional organization. Excelled in customer care, IT skills, and product sales. Consistently met daily sales goals and contributed to a 30 percent increase in shop profit. Innate ability to connect with customers from diverse cultural backgrounds, adept at navigating accents and customs, ensuring a welcoming and joyful experience for all. Engaged in tasks such as restocking, document printing and scanning, and customer email correspondence.

Education & Training

2023 - 2023

Into City University

Foundation Degree in Science: Computer Science,