



Usama Ahsan

Customer Service Representative bringing top-notch skills in oral and written communication

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Languages

English

About

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

BRANDS WORKED WITH

GAIL's Bakery

GoSaaS

The Sun Street Hotel

Experience



● Software Engineer

GoSaaS | Jun 2019 - Jul 2020

Started my career as a software engineer with this software company. Worked on salesforce, created helpdesk to resolve customer queries

● Customer Advisor

The Sun Street Hotel | Jul 2023 - Dec 2023

Processed customer service orders promptly to increase customer satisfaction.

Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.

Delivered prompt service to prioritize customer needs.

Promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.

Provided primary customer support to internal and external customers.



● Team Member

GAIL's Bakery | Jan 2023 - Jul 2023

Offered advice and assistance to customers, paying attention to special needs or wants.

Answered customer telephone calls promptly to avoid on-hold wait times.

Responded to customer requests for products, services, and company information.

Provided primary customer support to internal and external customers. Updated account information to maintain customer records.

Education & Training

2023 - 2024

● London Metropolitan University

Bachelor of Science, Project Management

2015 - 2019

● Pakistan Institute of Engineering & Applied Sciences

BS , Computer Science