



Tabassum Riaz

Customer Service Officer

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Languages

English (Fluent)

Urdu (Native)

Panjabi (Native)

About

I bring strong interpersonal skills and problem-solving abilities to retail roles, with experience in customer service, team collaboration, and handling high-volume queries. I am flexible and committed to delivering exceptional service in dynamic environments across luxury, premium, and high-end stores.

BRANDS WORKED WITH

Power China Sepco1

ALPINE ENTERPRISE

Pakistan Telecommunication Limited

Experience

● Assistant Manager Admin & HR

Power China Sepco1 | Apr 2023 - May 2024

To manage front desk activities and lead service excellence Managing Transportation and movement of Chinese officials Coordination with Security Departments for the site visits Follows security and emergency procedures as defined for the property Responds to emergency situations in calm, efficient manner Summons appropriate assistance makes appropriate notifications in accordance with operating procedures Implement and maintain HR systems, including HCM, leave management, payroll, record keeping, organizational structures etc Recruitment of staff, Conducting trainings development programs.

● Admin Officer

ALPINE ENTERPRISE | May 2020 - Apr 2023

Handle Procurement & consult with subcontractors related invoices/bills, work scope, area distribution, resource alignment, time management Prepare Monthly Attendance Progress Reports Ensuring all operations are carried on in an appropriate, cost-effective way Receiving client issues and resolving these issues effectively without disruption to business or compromising client relationships Conduct meetings with the organizations Make sure all internal and external client key people are fully in loop for any maintenance activity.

● Customer service representative

Pakistan Telecommunication Limited | Aug 2016 - Dec 2017

Resolved customer issues effectively, using strong interpersonal skills conflict resolution techniques. Handled customer complaints, providing appropriate solutions to guarantee positive outcomes. Assisted customers with varying questions using product knowledge service expertise. Maintained excellent client satisfaction by providing in-depth support. Answered customer telephone calls promptly improved on-hold wait times. Managed high-volume customer queries simultaneously through effective multitasking.

Education & Training

2024 - 2025

● The University Of Law

Masters, Marketing

2013 - 2014

● Fazaia Inter College

Computer Science,,