



Yasir Arfat

Customer Service Experts

Contact Info

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🏠 FLAT NO A-1
MEHAR TARIS PIR GHAZI ROAD ICHHRA
LAHORE
Lahore, Pakistan

To join a dynamic and progressive organization offering ample opportunities for diversified experience, and seeking a position which will allow for continued professional growth, offering an environment in which advancement is based on strength of individual contributions to the realization of organizational goals.

Strengths & Skills

- ✓ MS Excel
- ✓ MS PowerPoint
- ✓ MS Word
- ✓ Quality Management
- ✓ Supervisory Skills

Academics

| Title | Institute | Score | Date |
|---------|---------------------------------------|----------|------|
| Bs Hons | Bahauddin Zakariya University, Multan | 3.4 CGPA | 2018 |

Certifications

| Title | Authority | Date |
|---|--------------------------|------------------------|
| Cooking/Chef | COTHM College Sahiwal | Starting July 2016 |
| MCITP www.tevta.gov.com.pk | TEVTA | Starting February 2012 |
| DIT | Pakistan Computer Bureau | Starting January 2012 |

Experience Fresh

| Company | Designation | Duration | |
|---|--|---------------------|------------------|
| Pakistan Tele Communication Company Limited | Email Support Executive / Live Chat Expert | Jun 2021 - Present | 1.4 years |
| PTCL Johar Town | Inbound Sales Representative / Sales Executive | Jun 2019 - Jun 2021 | 2 years |
| PTCL | Customer Service Representative / CSR | Apr 2018 - Jun 2019 | 1.2 years |

Work History

| | |
|---|--|
| Pakistan Tele Communication Company Limited | Jun 2021 - Present (1.4 years) |
| Email Support Executive / Live Chat Expert | Lahore, Pakistan |
| Handled customer query related to product information and billing related | |
| PTCL Johar Town | Jun 2019 - Jun 2021 (2 years) |
| Inbound Sales Representative / Sales Executive | Lahore, Pakistan |
| PTCL | Apr 2018 - Jun 2019 (1.2 years) |
| Customer Service Representative / CSR | Lahore, Pakistan |

Projects

| |
|---|
| Team Skills enhancement |
| Company: PTCL / PTCL Employ Skills |
| Tools: Soft skills enhancement |

Awards

| Title | Authority | Date |
|-------------------|-----------|------|
| Best Seller Award | PTCL | 2021 |

References

Nasir Ali | 03004221848

PTCL
jjnasir11@gmail.com

Industries

- Call Center
- Education/Training
- Hotel Management / Restaurants
- Telecommunication/ISP

Languages

- Punjabi - Native
- Urdu - Native
- English - Intermediate

Functional Areas

- Client Services & Customer Support
- Corporate Affairs
- Data Entry
- Management Consulting
- Operations
- Quality Assurance (QA)
- Accounts, Finance & Financial Services

Hobbies

- Playing Cricket
- Book Reading