



Sara Zafar Malik

CONTACT

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SKILLS

- Proficient in English (7.5 IELTS band score)
- Fast learner
- Prioritization and time management
- Intuitive people management skills
- Proactive team player
- Flexible and adaptable
- Results oriented
- Problem solver
- Short-hand
- 40wpm typing speed
- Microsoft Office Suite proficiency

ADDITIONAL INFORMATION

- **Availability:** Immediate
- **Visa Status:** Visit
- **Marital Status:** Single

PROFESSIONAL SUMMARY

Reliable Customer Service Representative with extensive experience of 5 years. Strong presenter, communicator and problem solver, working effectively and productively with diverse customers and individual needs.

WORK HISTORY

Customer Service Representative

05/2017 to 08/2019

Touchstone - Islamabad, Pakistan

- Managed quality communication, customer support and product representation for each client.
- Earned Top Seller thrice.
- Upheld all privacy and security requirements established by regulatory agencies.
- Performed in-depth research to answer more complex questions.
- Answered 30+ inbound calls per day to address customer inquiries, resolve issues, and provide information on new products and services and directed inbound calls to designated individuals or departments.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.

Administrative Assistance

03/2015 to 01/2017

Leaders International Academy - Islamabad, Pakistan

- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
- Answered telephone inquiries from clients and the public.
- Greeted visitors, assessed needs and directed to appropriate personnel.
- Organized and Scheduled Meetings and Appointments.
- Develop Administrative Staff by providing information timely.
- Carrying out Administrative duties i.e. typing, filing etc
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Moderated disputes and grievances between parties with goal of speedy and fair conflict resolution.
- Conferred with educators to identify current classroom concerns and diversify instructional strategies.

EDUCATION

Master of Business Administration : HR, 2018

NUST(Among Top 500 World University Ranking) - Islamabad, Pakistan

GPA: 3.36/4

Bachelors in Computer Engineering : 2014

COMSATS - Islamabad, Pakistan