

BILAL AHMED

CSR – VIRTUAL ASSISTANT – CONTENT WRITER

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A Lodhi Colony, St #3
House #5/513

OBJECTIVE

Dedicated Customer Service Representative to providing quality care for ultimate customer satisfaction. I have proven ability to establish and maintain excellent communication and relationships with clients. I am experienced and enthusiastic Telemarketer with excellent customer service and marketing skills.

Experienced Customer Service Representative and Content Writer with Virtual Assistant Background.

EXPERIENCE

January 2022 – Till date

Content Writer – East Coast Writers (Remote)

- At **East Coast Writers**, I was responsible for creating; Compelling and Engaging content for various platforms.
- Skilled in researching, writing, and editing articles, blog posts, and other types of content, while adhering to the company's tone and style guidelines.
- I consistently met and exceeded deadlines, and contributed to the growth of the company.
- My experience in content writing and ability to create high-quality content make me a valuable addition to any content creation team

APRIL 2022 – JULY 2022

CSR - BEST BIND TECHNOLOGIES (OFFICE)

- Identified and maximized sales opportunities, and increased customer retention rates.
- Helped to increase customer return rates by providing excellent customer service at all times.
- Worked to ensure a positive and hassle-free customer experience.

EDUCATION

BAHAUDDIN ZAKARIYA UNIVERSITY,
MULTAN

BS 6TH SEMESTER (2020-24) Session

Majoring In Arabic Language and Literature Along with Hadith and Quran Translation.

CGPA 3.41

GPA 3.61

BAHAUDDIN ZAKARIYA UNIVERSITY,
MULTAN

BA. Major in English Literature
(MAY 2020/22)

- SOCIOLOGY
- ENGLISH LITERATURE
- EDUCATION

B.I.S.E MULTAN, Intermediate
FA HUMANITIES

SEPT 2019

A-GRADE 1ST DIVISION

- CIVICS,
- EDUCATION
- SOCIOLOGY

KEY SKILLS

- MARKETING
- PROJECT MANAGMENT
- BUDGET PLANNING
- SOCIAL MEDIA
- PLANNING

- Worked on electric, gas & solar around the us focusing on Philadelphia, texas, Ohio, new jersey

JUNE 2022 – JULY 2022

CONTENT WRITER, HEXATECH - COSMIC INSTITUTE OF BUSINESS ADMINISTRATION (REMOTE)

- Worked with internal and external partners to develop and execute content strategies.
- Created well-researched and stimulating content as for the product descriptions and blog post.
- Product content for multimedia professionals, conducted detailed market research and wrote original articles and blog post.

JUNE 2022 – JULY 2022

MEDICAL SUPPORT AGENT, IISE-GROUP (REMOTE/Contract)

- Worked for Medicare health program of diabetic supplies.
- Answer inbound customer inquiries concerning services, products, insurance claims & report problems.
- Did recommendations according to customer's needs on features and upgrade options for supplies.
- Efficiently and successfully navigate multiple systems.
- Answering high volume of inbound calls.
- Suggest ideas for system and process improvements.

JUNE 2022 – TILL DATE

SALES EXECUTIVE, MASSIVE DYNAMICS (REMOTE)

- Assisting mid-level senior sales representatives in managing students' portals for their online classes registered at Capella University, focusing on academic services.
- Developed customer relationships with many more out there to get enrolled in several classes.
- Organized meetings and appointments with students for the senior team to promote services.

JULY 2022 – JULY 2022

Dispatch Services, SELECTIVE TRANSPORT LLC (OFFICE)

- Monitored Logistics and updated their status for delivery
- Planned and scheduled timely fleet inspection, equipment testing
- Negotiated rates with carriers
- Ensured that outgoing deliveries were accurate and on time.

JULY 2022 – Jan 2022

BACK-END SUPPORT AGENT, ITCODERZ (OFFICE)

- Proficient in Word, Outlook, Excel, and Internet applications.
- Exceptional ability to exercise sound judgment in meeting clients' requirements for their required Content.
- Proven ability to manage and prioritize multiple tasks and projects while meeting tight deadlines
- Managed Sales Sheet for all active orders.
- Proven track record of providing exceptional customer service on freelance platforms such as Fiverr and Upwork.
- Skilled in addressing customer inquiries and resolving issues efficiently, while maintaining a positive and professional demeanor.

December 2022 – January 2023

Customer Support, Momentum Solar (Remote)

- Proven track record of success as a lead converter and appointment settler for momentum solar, where i was responsible for converting leads into appointments through effective communication and persuasion techniques.
- With a solid ability to manage and prioritize multiple tasks and projects, i consistently met and exceeded sales targets and contributed to the company's growth.
- My experience in the solar industry and ability to meet deadlines make me a valuable addition to any sales team.

COMMUNICATION

- Exceptional communication and interpersonal skills, with experience in group facilitation and presentation.
- Strong ability to multitask and manage multiple projects simultaneously.
- Proficient in using Pipe-Drive, Slack, and other business communication platforms.
- Experience in both inbound and outbound services.
- Adept in using Microsoft Office and proficient in academic administration, blogging, operating systems, supply management and negotiations.