

# RAHAT AFZAL

---

+923446077260 | rahatafzal260@gmail.com | Toba Tek Singh, Punjab

## Summary

---

Highly professional dependable, and reliable with strong mathematical and analytical thinking skills. Personable team player with exceptional customer service abilities. Fast learner and committed to continuous, self-directed learning

## Experience

---

### Digital Marketing and Print Solutions

#### Customer Service Representative | 05/2020

- Created a new customer database by entering customer information into a database
- Developed and trained new customer service representatives on the proper handling of customer inquiries
- Handled customer inquiries, answered questions, and resolved problems promptly
- Kept accurate records of all interactions, including customer names, addresses, phone numbers, credit card information, and product sales

## Skills

---

Communication skills, Customer service, Time management, Computer literacy, Leadership, Microsoft word, English, Documentation review

## Education

---

### University of Agriculture, Faisalabad | Faisalabad, Punjab

#### BS CHEMISTRY | 07/2023

- Currently completing courses in computer science, robotics, and statistics
- Served as President of the Student Council for the 2019 to 2023 academic year
- Majored in English Literature

## Languages

---

English, Urdu