

RAHAT AFZAL

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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