

MEHWISH

CORE SKILLS

- Active Listening
- Communication
- Computer Skills
- Interpersonal Skills
- Customer Service
- Problem-Solving
- Time Management

PROFESSIONAL CAREER

Customer Care Representatives

In Pakistan Telecommunication Company Limited

- 11 Month Experience in PTCL Contact Centre Lahore
- Providing Technical assistant to Customer. Handle customer inquiries, complaints, billing questions and payment extensions/ service request.
- Customer Service Executive in 333 and handle prepaid and postpaid customers.

Customer Relationship Officer

3 Year Experience in Ufone PTML Contact Centre Lahore

In BPO Projects (PSHD & LWMC)

- Handle 100+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction.
- Memorized all company products and services to be able to answer customer questions quickly and efficiently.

LANGUAGES

- English
- Urdu
- Punjabi
- Saraiki

ACADEMIC HIGHLIGHTS

Virtual University of Pakistan

BS Economics

University of the Punjab

B.A | Graduated in 2021

- Graduated with First Division

B.I.S.E Lahore

F.A | 2018

- Completed in A Grade

B.I.S.E Gujranwala

Matric | 2015

- Completed in A+ Grade

REACH ME AT:

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INTERESTS AND HOBBIES

- Writing
- Sports
- Reading non-fiction