

# Syeda Farwa Batool

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## Career Objective:

My Key Objective is continuous development, where I can enhance my skills to meet my professional targets and there by contributing towards organizational goal with each step forward towards my career.

## Computer Skills:

- Microsoft Office XP (Word, Excel, PowerPoint).
- Proficient in use of different Operating Systems.

## Work Experience:

### 1. ARS Marketing

(Jan 2018 to Dec 2018)

**Company Background:** ARS marketing is (PSEB) registered leading international call center in Rawalpindi provide services for outbound and inbound, Pakistan.

**Title:** Customer Sales Representative

#### Responsibilities:

- Making calls to European countries.
- Asking about any accident happened in past 6 months.
- Collecting information about insurer and insure.
- Helping them get compensation for any accident happened to them.
- Giving gathered information to our team leader for claims.

**Report To:** Team Leader

### 2. Pakistan Telecommunication Company Limited (PTCL)

(Jan 2019 to Feb 2020)

**Company Background:** PTCL is the leading telecommunication company in Pakistan. The company provides telephonic and Internet services nationwide.

**Title:** Customer Service Representative

#### Responsibilities:

- Taking calls of the customers over helpline and answering their queries.
- Provide information regarding packages best suitable for them.
- Activate packages directly.
- Provide solution to their problem/issue.
- Generating complains on problem/issues.
- Guiding the status of complains.
- Guide the address of offices/franchises of the company.
- Activate new connections.

**Report To:** Team Leader

### 3. STA Computer Trading LLC

(March 2021 to Nov 2021)

**Company Background:** STA Computer Trading LLC is an E-commerce company working with Noon, Sharafdg and Carrefour for online selling of products including Toners cartridges computer and mobile accessories located in International city, Dubai, UAE.

**Title:** Customer Service Representative

**Responsibilities:**

- Provide knowledgeable answers to customer phone and e-mail inquiries regarding products and brand.
- Assist clients on order-on-line.
- Deal with orders in the back office.
- Follow-up on orders with customers.
- Follow-up on all customer requests to ensure the firm provides the highest level of customer service in the industry.
- Manage ongoing customer relationships utilizing our CRM tools.
- Develop collaborative, positive working relationships with staff at our firm.
- Assist customers with after-sales service issues.
- Be a primary contact for customer inquiries about our products and brand.
- Able to communicate concisely our company policies to client.
- Maintain and update regular client correspondence.

### 4. Sarokh Al Sahraa Delivery Services

(Dec 2021 to Jan 2021)

**Company Background:** Sarokh Delivery Services is a delivery company, which deals with commercial, residential and express deliveries in various fields located in Al Barsha1, Dubai, U.A.E

**Title:** Receptionist/Admin Assistant

**Responsibilities:**

- Deal with inbound and outbound phone calls on landline.
- Handling customer queries through email and face-to-face providing accurate, satisfactory answers to their queries and concerns.
- Maintain relationships with customers.
- Maintaining attendance of all staff and all visitors.
- Social media handling
- Handling other clerical work.
- Maintaining excel sheet / Record keeping.

### Education:

Particulars	Institute	Passing Year	Major Subjects
MCS	Fatima Jinnah Women University, Rawalpindi	2018	Programming, Networking, Android App Development
BSC	Punjab University, Lahore	2016	Mathematics, Physics, Computer
ICS	Islamabad Model College for Girls	2014	Computer Science

### **Personal Information:**

- Nationality : Pakistani
- Passport Number : DF3408711
- Visa Status : Husband Visa
- Date of Birth : December 05, 1994
- Marital Status : Married
- Religion : Islam

### **Linguistics Ability:**

- I can read, write and speak ENGLISH & URDU.

### **Reference:**

- Will be furnished on Request.