



IRFAN HAIDER

CUSTOMER SERVICE &
SUPPORT

PROFESSIONAL SUMMARY

I'm an experienced customer service representative with an excellent track record of resolving complex issues quickly and winning customer loyalty.

ACCOMPLISHMENTS

- Attained perfect customer service ratings for 3 years in a row
- Awarded Best Employee of the Year based on customer service, duration of chat support, and accuracy

CONTACT DETAILS

Cell: +92 348 2678198
Home: +92 305 4967802
Email: hussainkhan6439227@gmail.com
Address: Bhakkar, Punjab, Pakistan

CORE QUALIFICATIONS

- Customer support
- Excellent Communication Skills
- Customer services
- Email support
- Email communication
- Online chat support

EMPLOYMENT HISTORY

CUSTOMER SERVICE REP

LAMPLIGHT MOBILE STUDIO INC.
2020 TO PRESENT

- Handles incoming calls
- Troubleshoots technical issues
- Logs and keeps records of customer queries
- Works with engineers to handle customer complaints

CUSTOMER SERVICE REP

ODDBALL IMAGING HOUSE
2018 TO 2020

- Managed technical issues and concerns
- Handled upset customers and challenging technical situations
- Delivered outstanding customer service

EDUCATION BACKGROUND

STONE BARN HIGH SCHOOL

HIGH SCHOOL DIPLOMA, CLASS OF 2012

- Maintained a GPA of 3.8
- Captain of the swimming team
- Staff writer for the high school newspaper
- Managing editor and designer for the yearbook