

Abdur Rafay Rehman

253 M Block st 6 DHA Rahbar
Lahore, Pakistan
03101104083
rehmanrafay100@gmail.
com

EXPERIENCE

RepMeUP For Xbuild, Lahore — CSR

June 2024 - Present

Worked on freelance projects sourced from Upwork, specifically supporting Xbuild as a CSR to enhance client satisfaction and streamline communication.

Proactively called insurance companies to gather updates on claims on behalf of contractors and homeowners, ensuring timely information and resolution of issues.

Consistently maintained a position among the top three CSRs throughout my tenure, driven by a commitment to excellent customer service and effective problem-solving.

Played a key role in training new hires in Pakistan, sharing best practices and fostering a supportive learning environment to ensure their success.

Developed strong relationships with clients and team members, contributing to a collaborative atmosphere that enhanced overall team performance.

Ozhan Traders , Lahore — QA MANAGER

December 2023 - February 2024

Quality Evaluation :

Listening to recorded or live Client calls to assess the performance of the agents on the floor, and proceeded to conduct assessments of calls to ensure they adhere to established standards and guidelines.

Compliance and Report Generation: Compiled reports and documented on quality metrics, agent performance, and agent feedback for management and training purposes, Ensured that agents comply with company policies, industry regulations, and legal requirements in their interactions with customers.

Technology Utilization and Continuous Improvement: Utilized quality assurance softwares and tools to streamline the monitoring and evaluation process. And Participated in continuous improvement initiatives to enhance the overall quality and efficiency of the call center operations

SKILLS

Teamwork
Adaptability
Customer Service
Business valuation
Technical Support
Problem Solving
Critical Thinking
Situational Awareness
Microsoft Office (Excel, Word and Powerpoint)
Interpersonal Communication

Educational Background

Forman Christian College

Bsc Hons Economics
Graduation year 2026

Concordia College

Intermediate
Graduation year 2022

Ozhan Traders, Lahore — Sales Representative

November 2023 - December 2023

Engaged with existing customers to upsell services, successfully promoting offerings from DirecTV and AT&T to enhance customer satisfaction and meet their needs.

Built and maintained strong relationships with clients, ensuring they were informed about the latest services and benefits tailored to their preferences.

Developed and implemented effective sales techniques to identify opportunities for upselling, contributing to overall sales growth for the company.

Motion Trucking's LLC, Lahore — Sales Representative

July 2023 - November 2023

New Business Development : Proactively reached out to potential clients, sharing the benefits of our services and contributed to the growth of the customer base.

Stayed aware of the industry's changing trends to tailor offerings and better serve our clients.

Worked closely with the dispatch team to ensure we developed top - notch service.

Ibex Digital (Western Union), Lahore — Customer Support Representative

April 2023 - July 2023

Employed comprehensive benchmarks to establish and monitor customer service standards

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Provided primary customer support to internal and external customers. Asked open-ended questions and researched issues in system to resolve various customer billing

RSF Tissue Converters, Lahore — *Retail Sales Associate*

July 2020 - December 2021

Organized store merchandise racks and displays to promote and maintain visually appealing environments

Used consultative sales techniques to understand customer needs and recommend relevant products and services.

Provided accurate information about promotions, customer programs and products, helping drive high customer retention.

PROJECTS

BnB Burgers and Brownies — *Home - Based Kitchen*

Started and managed a home - based kitchen, overseeing all aspects of operations.

Handled procurement, food preparation and presentation, ensuring health and safety regulations.