



JAHANZAIB SALEEM

Team Lead - Customer Service & Product Support

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DOB: 18/06/1993

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Skills

- Team Leadership
- Time management
- Customer Relationship Management (CRM)
- Invoicing
- Customer Care and Support
- Administrative assistance
- Payroll management
- Reporting & Analysis
- Pressure handling
- Problem Solving
- Multitasking
- Sales & Negotiation
- Public Speaking
- Training

Software/tools

- Zendesk
- Zoho
- Invoicing
- Microsoft office
- ChatGPT
- Scribe
- Prezentar
- Teachingly
- eCoverly
- Empirely
- Profit Studio
- Google Sheets

Professional Summary

Results-driven and customer-focused professional with over 7 years of experience in customer service, sales, and team leadership. Proven expertise in managing support operations, driving sales outcomes, and delivering exceptional customer satisfaction. Skilled in administrative assistance, payroll management, and pre-launch testing, with a strong ability to foster team collaboration and optimize operational efficiency. Proficient in CRM tools, digital marketing, and AI prompting, with a track record of handling high-pressure environments and solving complex problems. Adept at multitasking, training, and public speaking, with a passion for leveraging technology to achieve organizational success.

Experience

Softwarx.com | Team Lead - Customer Service & Product Support September 2020 – February 2025

- Led a team of 3 support specialists, improving customer satisfaction rating (<https://www.trustpilot.com/review/sqribble.com>) to 4.7/5
- Streamlined payroll and reporting processes using Google Sheets, reducing administrative time by 20%.
- Collaborated with product teams on pre-launch testing for 10+ software releases.
- Designed and executed sales promotions, supervised Launch/release Sales and handled refunds retention.

ThinkDone Solutions Pvt. Ltd | Customer Support Engineer April 2018 – October 2020

- Was responsible for data entry, customer support and pre-launch testing.

Education/Qualification

University of the Punjab | Bachelor with Political Science & Journalism
2015-2016

Certifications

- 1- Professional diploma of integrated skills "Computer, Business & Management" from Punjab University, PSDF and collaboration with UK Aid & <https://www.psd.org.pk/>
- 2- ADVANCE DIGITAL MARKETING course from [PFTP - Professional Freelancing Training Program \(pft.edu.org\)](https://pft.edu.org/)
- 3- ADVANCE AMAZON course from PFTP (<https://pft.edu.org/single-course-detail/advance-amazon>)