



Mir Hamza Taj

Date of birth: 04/04/1996 | **Place of birth:** Mardan, Pakistan | **Nationality:** Pakistani |

Gender: Male | **Phone number:** (+92) 3331164818 (Mobile) | **Email address:**

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● ABOUT ME

Customer Support Specialist with strong experience in client communication, issue resolution, and service delivery across remote and structured environments. Skilled in email and chat support, ticket management, and customer relationship handling. Proven ability to resolve customer issues efficiently, maintain high satisfaction levels, and meet service-level agreements (SLAs). Adept at using CRM systems, managing customer inquiries, and ensuring a professional and positive customer experience. Detail-oriented, adaptable, and committed to delivering high-quality support.

● EDUCATION AND TRAINING

01/10/2014 – 01/10/2018 Mardan, Pakistan

BS COMPUTER SCIENCE Abdul Wali Khan University Mardan

● WORK EXPERIENCE

CUSTOMER SUPPORT SPECIALIST – FREELANCE | SELF-EMPLOYED · REMOTE – 03/2023 – Current – MARDAN, PAKISTAN

- Provided professional customer support via email and chat, ensuring timely and accurate responses to client inquiries
- Managed customer interactions using CRM software and ticketing systems, maintaining organized records and follow-ups
- Resolved customer issues, complaints, and service requests efficiently while meeting SLA targets
- Handled order processing, tracking inquiries, and account-related support with a customer-first approach
- Maintained high levels of customer satisfaction through clear communication, problem-solving, and active listening
- Collaborated with clients to understand business needs and deliver tailored support solutions
- Improved response time and service quality by prioritizing tasks and managing multiple inquiries simultaneously
- Ensured data accuracy, confidentiality, and compliance with company policies during customer interactions
- Achieved high customer satisfaction by resolving inquiries efficiently and maintaining quick response times

● SKILLS

Customer Support | Customer Service | Client Communication | Email Support | Chat Support | Helpdesk Support | Ticketing Systems | CRM Software | Customer Relationship Management | Issue Resolution | Complaint Handling | Customer Satisfaction | SLA Management | Problem Solving | Communication Skills | Time Management | Multitasking | Attention to Detail

● LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

● **CERTIFICATIONS**

Google, 11/2024

Google IT Support Professional Certificate

Google, 11/2024

Google Project Management Professional Certificate

HP LIFE, 09/2024

HP IT for Business Success

Cisco Networking Academy, 11/2025

Cisco IT Customer Support Basics

Cisco Networking Academy, 11/2025

Cisco Operating Systems Basics

Cisco Networking Academy, 11/2025

Cisco Computer Hardware Basics
