

Saquib ali meer *customer service representative*

✉ saquibalimeer1234@gmail.com

📞 +917006044091

📍 Srinagar Jammu & Kashmir

📅 18/02/2002

Profile

A highly motivated Customer Service Representative with a B.Com (Hons) degree and CCNA certification, I have a strong foundation in communication, problem-solving, and technical expertise. With a keen eye for operational efficiency, I am eager to leverage my skills to optimize processes and enhance customer satisfaction. Aspiring to grow into a Senior Operations Specialist role, I bring dedication, adaptability, and a results-driven mindset to contribute effectively to a dynamic team.

Education

2021 – 2024

SRINAGAR, INDIA

B.COM H

ISLAMIA COLLEGE OF SCIENCE AND COMMERCE

Graduated with a Bachelor of Commerce (Hons), gaining expertise in accounting, finance, and business management. Developed strong analytical and problem-solving skills, which contribute to effective decision-making and operational efficiency. Additionally, completed a CCNA certification, enhancing my understanding of networking and IT infrastructure.

Skills

Problem-Solving Effective



Communication Multitasking Team

Collaboration Time Management

Adaptability

Courses

SRINAGAR, INDIA

CCNA

TECHBOX

The CCNA (Cisco Certified Network Associate) is an entry-level certification offered by Cisco Systems, designed to equip individuals with fundamental networking skills. It validates knowledge of networking concepts, security, automation, and troubleshooting, making it essential for IT professionals looking to build a career in networking and cybersecurity.

Organisations

2023 – 2024

SRINAGAR, INDIA

ARCHI DESIGN

CUSTOMER SUPPORT

Worked as a Customer Support Representative, providing efficient and high-quality service to customers. Responsibilities included:

Handling customer inquiries via phone, email, and chat.

Resolving customer complaints and technical issues promptly.

Assisting with product/service information and troubleshooting.

Maintaining customer satisfaction through excellent communication and problem-solving skills.

Collaborating with internal teams to improve support processes.

Languages

- ENGLISH,HINDI,URDU