

Saquib ali meer

customer service representative


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📍 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	B.COM H
SRINAGAR, INDIA	<i>ISLAMIA COLLAGE OF SCIENCE AND COMMERCE</i>
	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
	<i>TECHBOX</i>
	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	ARCHI DESIGN
SRINAGAR, INDIA	<i>CUSTOMER SUPPORT</i>
	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