

HAMZA WAHEED

CUSTOMER SERVICE SPECIALIST

+92 322 1515883

itxchuza59@gmail.com

45-A D1 Block 5, Green Town

ABOUT ME

Customer Service Specialist with 3 years of experience in client support, call handling, and team leadership. Skilled in managing customer queries, ensuring service quality, and motivating teams to achieve performance goals. Recognized for strong communication, problem-solving, and the ability to build positive client relationships.

EDUCATION

Govt. College Township | 2023-2025

Intermediate

The Islamic Public School | 2020-2022

Matriculation

Iqra Ma'arif ul Quran | 2016-2020

Quran Memorization

WORK EXPERIENCE

Ibex. Pakistan | Oct 2025 - Jan 2026

Customer service specialist

Working as a Chat Support Agent at Ibex, where I assist customers through live chat by resolving queries professionally. I focus on delivering quick solutions while maintaining Quality.

Premium Resource LLC | June 2024 - Oct 2025

Customer Service Specialist - Supervisor

Started as a Customer Service Specialist, promoted to Credit Analyst and later Supervisor due to strong performance. Responded to client inquiries with professionalism and accuracy. Trained and supervised team members, improving performance and service delivery.

Phone House - Lahore | Aug 2022 - Jan 2024

Customer Support Executive

Assisted customers with product information, billing support, and general inquiries. Consistently achieved performance targets, including resolution speed and service quality.

SKILLS

- Customer Service & Client Handling
- Communication
- Problem Solving & Critical Thinking
- MS Office & Google Workspace
- Leadership & Team Collaboration