ZOHAIB UD DIN

CUSTOMER SERVICE AGENT

📞 +974-33200162   ✉ zohaibuddin029@gmail.com   📍 Old Airport, Doha

WORK EXPERIENCE

Ooredoo, Qatar   MAR 2024 - PRESENT
Customer Service Agent

- Delivered exceptional customer service by resolving inquiries and issues related to mobile, home broadband, and Ooredoo Money services via in-person and call support.
- Processed SIM activations, plan upgrades, and billing transactions (prepaid, postpaid, HBB, and data SIMs) using CRM and telecom systems, ensuring high accuracy and compliance.
- Promoted telecom products and value-added services, contributing to increased customer retention and consistent achievement of sales and service KPIs.
- Maintained accurate shift-end documentation through Daily Sales Reports (DSR), supporting operational transparency and performance tracking.
- Supported new staff with onboarding and knowledge sharing, improving service quality and enhancing team productivity.

The Malik Exchange, Pakistan   SEP 2022 - FEB 2024
Teller

- Conduct accurate cash transactions: exchanges, deposits, withdrawals, transfers.
- Provide exceptional customer service, address inquiries, resolve issues.
- Balance cash drawer, reconcile transactions at shift end for accuracy.
- Process and verify transactions efficiently with attention to detail.
- Collaborate with team, supervisors for smooth teller line operation, policy compliance.

Emdaad Services LLC, UAE   JAN 2017 - APR 2017
HR Assistant

- Assist in onboarding new employees with paperwork.
- Maintain accurate and confidential employee records.
- Handle routine employee inquiries and provide HR-related assistance.

EDUCATION

Bachlor of Studies in Economics   2018 - 2022
Kohat University of Science and Technology | Kohat

SKILLS

- MS Office Suite
- Data Entry & Reporting
- CRM Systems
- Professional Communication
- POS & ERP System Handling
- Adaptability and Teamwork

LANGUAGES

- Pashto (Native)
- English (Fluent)
- Urdu (Fluent)
- Hindi (Fluent)
- Arabic (Basic)