



NABEEL AHMED

CUSTOMER SERVICES &
TELECOMMUNICATIONS
SPECIALIST



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Gudabiya

ABOUT ME

Effective customer services, telecommunication services and accounting services with 10 years of experience aims to create a positive experience, foster customer trust, Innovative approach to ideas and concept development. Detail-oriented, organized, and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.

EXPERIENCE

Dial360

FreeLance

Remote-UK

2023 - Present

- Delivered multichannel customer support (email, live chat, phone, and social media) to clients across various industries.
- Managed client accounts ensuring communications, satisfaction and resolution of escalated issues.
- Created and maintained knowledge bases, FAQs, and canned responses to improve response consistency.

TouchStone

Floor Manager

Pakistan

2019 - 2022

- Respond promptly and professionally to customer inquiries across multiple platforms, providing accurate information and resolving issues effectively.
- Trained and mentored new team members, improving overall team productivity by 25%.
- Managed the call center floor, ensuring efficient operations and supporting both agents and team leaders.

Mars BPO

CSR/Team Lead

Pakistan

2016 - 2018

- As a Team Lead Responsible for overseeing a team of call center agents driving performance, ensuring adherence to policies and providing support to improve service delivery.
- As a CSR Maintain a deep understanding of our products and services to provide informed and relevant support.

EDUCATION

ACCA Foundation

TMUC-Islamabad 2016

SKILLS

- Communication
- Customer Services
- Microsoft Office
- Team Leading
- Pressure Handling
- Management
- Team Player
- Accounting
- Good with Numbers
- Technical Skills

LANGUAGES

- English (Fluent)