

# CURRICULUM VITAE

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Valid GCC Driver's License | Languages spoken - English, Hindi

## ACADEMIC BACKGROUND

University of Bahrain  
Bachelor of Science (B.Sc.), Information Systems  
Passed in year 2017.



## WORK EXPERIENCE

Invita - Customer Service Advisor  
February 2018 – Current | Manama, Bahrain



At Invita, being one of the top BPO service providers in Bahrain, I worked as a customer service advisor for one of its clients. Below are my experiences pertaining to the job position I was assigned :

- Ensured all customers had great positive experience in every interaction.
- Attended customer queries and complaints in a professional manner.
- Handled all queries with the aim of a first-time resolution.
- Responded to all customers queries as per SLA.
- Achieved KPI's while maintaining excellent customer service.
- Researched required information using available resources to resolve customer requests.
- Provided customers with information pertaining to services.
- Handled inbound as well as outbound customers via telephone and email.
- Identified and escalated priority issues to the management.
- Followed up difficult customers calls where required.
- Completed call notes and reports as necessary and updated them in the CRM.
- Recorded details of comments, inquiries, complaints, and actions taken.
- Managed administration, communication and coordination with internal departments.
- Performed other duties as required by the management.

## SKILLS

### SOFT SKILLS:

- Strong verbal and non-verbal communication skills.
- Persuasiveness.
- Adaptability.
- Empathy.
- Problem solving & critical thinking skills.
- Service oriented.

### HARD SKILLS:

- MS Office applications (Word, Excel, Powerpoint, Visio, Access, Outlook).
- Familiarity with cloud services (Google Drive, iCloud, Dropbox, OneDrive ).
- Social media skills.
- Project Management skills.
- Analytical skills.