



JUNAID

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE (REMOTE)

Various Remote Clients | 2018 – Present (7 Years)

- Provides multi-channel customer support (chat, email, and calls) by resolving inquiries and complaints, maintaining accurate customer records, managing follow-ups, and consistently meeting performance and satisfaction targets while working independently in a remote environment.

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Chat, Email & Call Support
- Problem Solving
- Customer Satisfaction
- Data Entry
- Record Management
- Customer Follow-ups
- Time Management
- Remote Work Discipline
- English Communication

TECHNOLOGY

- Microsoft Excel
- Google Sheets
- Microsoft Office
- Google Workspace

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