

Farah Nadeem Iqbal

Mobile No. = +92 306 5879956

Date of Birth = 25-02-2002

Father's Name = Nadeem Iqbal Mughal

Objective

To work with an organization where can learn new skills and increase my abilities for the organizational goals as well as myself.

Experience

Mindbridge

Customer Service Representative (CSR)

Duration: 18 months

- Provided exceptional customer service and managed client queries across multiple channels (phone, email, chat).
- Handled high volumes of inbound and outbound calls, ensuring customer satisfaction and retention.
- Collaborated with team members and management to enhance customer service processes.

Teaching Experience

Safa Model High School Lahore

Duration: 1 year

- Taught various subjects to students at the secondary and intermediate levels.
- Designed and implemented lesson plans, evaluated student progress, and provided individualized attention to struggling students.
- Ensured effective communication between students and parents regarding academic performance.

Education

- **Bachelor of Business Administration (BBA-H)**

Government College University, Faisalabad

Graduation Year: 2024

- **Intermediate (I.com)**

Hamaiyat Islam Degree College Lahore

Year of Completion: 2020

- **Matriculation**

Safa Model High School Lahore

Year of Completion: 2018

Languages

- Urdu: Native
- English: Proficient

Skills

- **Customer Service:** Strong communication and problem-solving skills.
- **Team Collaboration:** Able to work effectively both independently and as part of a team.
- **Time Management:** Skilled in managing multiple tasks efficiently and meeting deadlines.
- **Adaptability:** Quick to learn new skills and adapt to changing work environments.

References

Available upon request.