

SEROSH BUTT

CUSTOMER SERVICE

CONTACT

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E 11 khudadad heights
Ground floor, Block 2
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Islamabad, Pakistan

EDUCATION

The City School

Olevels

The City school

Alevels

SKILLS

Critical thinking
Problem solving
Customer Service
Adaptability
Leadership Skills
Effective Time Management
Communication Skills
Ability to Work in a Team

LANGUAGES

English - Fluent
Urdu- Native
Hindi - Native

PROFESSIONAL SUMMARY

Highly motivated and results-driven professional with a proven track record in customer service and human resources roles with experience in effectively communicating with global users. Addressing customer problems and complaints, consistently finding suitable solutions to enhance overall satisfaction. Skilled in ensuring communication with customers aligns with service standards and policies. Known for meticulous attention to detail and timely feedback delivery to team leaders. Ready to leverage expertise to deliver exceptional customer experiences and contribute to organizational success.

EXPERIENCE

XELEX Private Limited 2023 - Customer Service Agent

- *“Serosh possesses a unique blend of empathy, patience, adaptability and problem-solving skills, which are essential qualities for a content moderator. In his role at our call center, He effectively managed customer inquiries, resolved complaints, and ensured that each customer interaction was satisfying.”*
- *“He consistently exceeded performance targets and was always willing to go beyond to assist both customers and colleagues during closures.”*
- *“He has a keen eye for detail and a strong understanding of the importance of upholding company policies and guidelines.”*

- Saif Ur Rehman Co Founder +92 335 1300199

Ajax Studio 2022 - Human Resources Assistant

- *“Serosh not only effectively managed our Human Resources Department but also played a pivotal role in the hiring process, demonstrating excellent organizational and interpersonal skills.”*
- *“Serosh's ability to uphold company values and foster positive relationships, coupled with his keen eye for detail and understanding of social dynamics, make him an ideal fit for the customer service position.”*

- Hassan Meer Lead Manager +92 331 8403209