

Name: Saima Saqib

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Location: Ontario, Canada

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Professional Summary

Dedicated and customer-focused **Customer Service Representative** with over **3 years of experience** at **Teleperformance**. Skilled in handling customer inquiries, resolving complaints, and ensuring high-quality service delivery. Proven ability to work in fast-paced environments while maintaining professionalism and empathy. Seeking to contribute strong communication and problem-solving skills to a dynamic organization.

Work Experience

Customer Service Representative

Teleperformance, Waterloo

Jan 2021 – Jun 2024

- Responded to customer inquiries via phone, email, and chat, ensuring prompt and accurate assistance.
- Managed customer complaints and provided appropriate solutions within service level agreements.
- Maintained customer satisfaction scores above 90% through active listening and professional communication.
- Collaborated with team members and supervisors to achieve department targets.
- Trained new hires on customer interaction protocols and system navigation.

Education

Bachelor's Degree in English – Punjab University, Lahore

Graduated: 1999

Skills

- Customer Support & Communication
- Conflict Resolution
- CRM & Ticketing Systems
- Multitasking & Time Management
- Microsoft Office & Email Management
- Team Collaboration
- English & Urdu Communication

Languages

- English – Fluent
- Urdu – Native