

# Mahwish Mushtaque

9315760590 | mahwishmushtaque4@gmail.com | Del,IN

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## Summary

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Dedicated and customer-focused Customer Support Associate with over 2 years of experience providing exceptional service in a variety of industries. Skilled in quickly resolving customer inquiries, solving problems, and maintaining a positive attitude under pressure. Proven ability to build rapport with customers, identify their needs, and passionately assist them in achieving their goals. A strong communicator with excellent interpersonal skills, proficient in utilizing CRM systems, and adept at multitasking in a fast-paced environment to exceed customer expectations.

## Experience

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### H B Global Import Export

#### Customer Support Executive | 01/2023 - 04/2024

- Effectively resolved customer issues and complaints through phone, email, and chat support channels
- Managed a high volume of customer inquiries with a focus on providing timely and accurate solutions
- Collaborated with cross-functional teams to escalate complex issues and ensure customer satisfaction
- Resolved complex issues and inquiries promptly and effectively, resulting in high customer satisfaction and retention rates
- Responded promptly and professionally to customer inquiries and issues through chat support platform
- Provided accurate and informative answers to customer questions regarding product information, troubleshooting and account assistance
- Utilized CRM to document customer interactions and provide personalized solutions to enhance customer satisfaction
- Collaborated with technical support team to resolve complex customer issues and escalate when necessary to ensure timely resolution

### Nutrition Diet Services

#### Tellocaller | 01/2021 - 12/2022

- Made outbound calls to potential customers to introduce products and services, resulting in a 20% increase in sales leads.
- Maintained detailed records of calls and customer feedback, ensuring accurate and up-to-date information for follow-up communications
- Provided excellent customer service by addressing inquiries and resolving issues in a timely and professional manner.
- Achieved and exceeded weekly and monthly call quotas, demonstrating consistent performance and productivity.

## Skills

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Time Management, Flexibility, Communication, Problem Solving, Process Improvement, Complaint Resolution, Regulatory Compliance, Customer Service

## Education

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### Maulana Mazharul Haque Arabic and Persian University

MBA | 12/2024

### J.D. Women's College

BBM | 12/2019