



# md Tabrez

Employee

## Contact

### Address

Abul Fazal Enclave Part 1,  
Block M16, New Delhi , India  
110025

### Phone

08271650966

### E-mail

mdtabrez4040@gmail.com

## Skills

Typing speed

Basic advance Excel

English learning

## Languages

Hindi

Advanced (C1)

English

Upper intermediate (B2)

Logical **Job Title** bringing **Number** years of experience consistently enhancing customer satisfaction. Poised when communicating with customers and vendors, analyzing, and resolving complex issues and documenting accurate notes of account interactions. Versatile professional comfortable working in high-volume, high-stress environment.

## Work History

2023-08 -  
2024-06

### Customer Support Executive

Process Associate , Ams Comptel Company, Pnb House Building, Noida Sector4, Up

- Improved customer satisfaction by efficiently addressing and resolving inquiries, concerns, and complaints.
- Listened to customers' questions and concerns to provide answers or responses.
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Managed high-stress situations effectively while maintaining a calm demeanor and providing empathetic support to customers facing challenges or frustration.

## Education

2023-05

### B.com: Bachelor of Commerce

Millat College, Lnmu, Darbhanga, Bihar - Darbhanga, Bihar

2020-03

### 12th, Intermediate, : Commerce

Dr Jagannath Mishra College, Muzaffarpur Bihar - Muzaffarpur, Bihar

- Continuing education in **Subject**

2018-03

### 10th, Matrix : Secondary School Certificate (SSC) Exam

Abeda High School - Muzaffarpur, Bihar