

**Muhammad Farhan**

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Mobile Number :- +**923152317850/+923089083736**

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| Objective | I believe human potential is at its best when it can handle any kind of pressure. I like to accept challenges.I can always work to materialize new ideas in my career.To do my level best to meet the requirements and standard of my organization.I am always hardworking and ready to learn every news opportunity in any new environment. |
| Experience | **RMI(Rehman Medical Institute)** * **Designation: IT Support Engineer.**
* **Company Name:** Rehman Medical Institute Peshawar
* 2 years working as, a IT support Engineer.
* **Primary Responsibilities:**
* Software and hardware Support to RMI
* Updating Bios, Software’s and Backup and restore data
* Troubleshoot Hardware problems on Desktops and Laptops
* Installation of operating system, Service packs and Driver software
* Computer Software/ System application maintenance
* Printer installation, sharing, and other required technical support

**Ufone PTML (Call Center Executive Islamabad)** • Working as a Call Center Executive for assigned portfolio and new accounts.• Maintaining an effective administration system.• Rapidly responding to and resolving any Clint quires/ problems.• Compliance issues.• Coordinating office procedures.• Making sure that information is quick and easy to locate.• Offering a warm and friendly welcome to any visitors.• Receiving and redirecting telephone calls.• Managing electronic and printed files.• Collaborated with management regarding new training procedures.• Took part in Quality administration of Call Center.• Applied and monitored adherence to standard call center operating procedures.• Developed training programs for clients within call centerRELEVANT SKILLS, PERSONAL CHARACTERISTICS & BEHAVIOURS • Possess excellent customer handling skills (Courtesy, Empathy, Active Listing) • Sharp enough to up-sell and cross sell after determining customer’s need. • Treat all customer queries with utmost courtesy and respect. • Display strong work ethic and positive attitude. • Possess good selling, convincing and negotiating skills. • Good data handling skills. • Proficient in relevant computer applications especially MS Office. • Excellent interpersonal and communication skills to build Relationships with Costumer • Ability to work under pressure without supervision. • Deal with difficult situation in friendly **manner.**  |
| Education |  | **2015** |
|  | **Matric ( SSC) –** **Ceena Public School Pabbi.** | **2017** |
|  | **FSC:- (pre- Eng)****FG Degree College Nowshera.****BS(CS)** **- AWKUM (SRH Campus pabbi.)** | **2022** |
| Skills | ➤ Capable of working on MS Office 2003/2007/2010/2013, 2016, 365. ➤ Good Typing Speed in Inpage ➤ Ability to adopt new skills. ➤ Ability to make good relation with Colleagues and Work force. ➤ Always keenly intended to work Hard Regular & with punctuality. |

Additional Father Name :-

Information Muhammad Tariq

CNIC:-

17201-5270505-1

Martial Status:-

Married

•Domicile:-

Nowshera KPK

•Religion:-

 Islam.

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| Interests | Reading Writing Games Hiking Study Seek interest in current affairsCricket Living in the Invention of something new |  |