



Nisma Lodhi

Assistant Manager Marketing.

Contact Info

03046356785

lodhinisma@gmail.com

Customer service professional with a demonstrated commitment to providing incredible service.

House # 2, Street # 60, Mohallah Haji Park, Strong communication skills

that allow me to understand customer's problem and suggest

Rajgarh Lahore acceptable solutions. Quick and thorough decision maker with the ability to resolve

customer Lahore, Pakistan

concerns while keeping everyone satisfied. Dedication to keeping my skills and knowledge up to speed by learning new computer software, working with innovative customer service approaches and being part of a team of knowledgeable colleagues.

Strengths & Skills

- ✓ Ability to listen.
- ✓ Answering Customer Questions
- ✓ Computer skills
- ✓ Customer Handling
- ✓ Customer Relationship Management
- ✓ Customer Service
- ✓ Email
- ✓ Excellent English Communications
- ✓ Flexibility/Adaptability.
- ✓ Good attitude.
- ✓ Good listening skills. Practice active listening
- ✓ Good time management.
- ✓ Interpersonal Skills
- ✓ Leadership Skills
- ✓ MS Word
- ✓ Negotiation Skills
- ✓ Performance Management
- ✓ Team player
- ✓ Team skills/ team oriented/team player.
- ✓ Team-BUILDER
- ✓ Teamwork
- ✓ Technical Support

Academics

Title	Institute	Date
Clinical Psychology	Riphah International University, Faisalabad	2019
Applied Psychology	Government College Women University Faisalabad	2017
FSC	BISE, Faisalabad	2013

Experience 3 years

Company	Designation	Duration	
Maple Leaf Cement	Assistant Manager Marketing	Dec 2022 - Nov 2023	1 years
Mindbridge Pvt. Ltd.	Customer Service Representative	Aug 2020 - Aug 2022	2 years

Work History

Mindbridge Pvt. Ltd.	Aug 2020 - Aug 2022 (2 years)
Customer Service Representative	Lahore, Pakistan

- Answered daily chat from customers in a high-volume call center regarding service problems, product order progress and other concerns.
- Processed refunds for customers or billing adjustments based on information from a computerized billing system and customer feedback. Entered orders for customers in a computer system for products or services and recorded customer information in the database.

Projects

Live chat support/CSR

Company: Mindbridge Pvt. Ltd. / UBER EATS

Industries

Call Center

Languages

Urdu - Native English -
Medium