

Sharaf Wasay

Versatile Professional With (Autocad),
Microsoft Office, And Customer Service
Skills .



Contact:-

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Personal profile:-

Nationality: Pakistani
Date of Birth: 27/12/1999
Marital Status: Single

Objective:-

To work in a challenging position where in the abilities and experiences can be utilized for the benefit of the company with a scope to upgrade my skills for future personal and effective contribution of the organization.

Experience:-

- Organization:
 - Infinite Solution (07/2024 to 12/2025)
- Designation:
 - Call Center Agent

Responsibilities:-

- Accurately input and manage large data sets.
- Use formulas and charts to analyze and interpret data.
- Share and collaborate on files with others, track changes.

Education:-

- Matric (Science)
 - Intermediate (ICS)
 - Diploma Of Digital Architecture
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Skills:-

// Technical (AutoCAD)
// Microsoft Office
(Word, Excel, PowerPoint)
Excel :- (IF, VLOOKUP, SUM, COUNTIF)

// KEY Skills and Competencies....

- Good communication skills
- Quick learner
- Hardworking
- Believe in Discipline
- Multitasking
- Good team member
- Easy adaptable to any kind of environment .

Experience:-

- Organization:
 - Nexus Global (05/2022 to 06/2024)
- Designation:
 - Call Center Agent

Responsibilities:-

- Handling customer inquiries and providing accurate information or assistance.
 - Resolving customer complaints and ensuring customer satisfaction.
 - Managing and documenting customer interactions in a professional and efficient manner.
 - Following call center scripts and protocols to ensure consistent service delivery
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Experience:-

- Organization:
 - Design spot (05/2021 to 04/2022)
- Designation:
 - Interior Exterior Designer

Responsibilities:-

- Create, edit, and modify detailed 2D and 3D drawings and Partnered with internal personnel for project designs.
- Structured layouts and sketches for the presentation of Designed tender.
- Created and maintained plans and drawings.
- Managed to draft and plot conceptual and final plans.

Certificate:-

- ❖ Office Management
- ❖ AutoCAD Interior Exterior

Language:-

- English
- Urdu
- Punjabi
- Hindi