



Bilal Afzal

Profile

Customer-focused professional with 3 years of experience as a Customer Service Representative in the call center industry, and a strong background in the fast-food sector, including 1 year as a Crew Trainer at McDonald's and previous experience as a Crew Member and Rider at KFC. Recently completed courses in Data Entry and Graphic Designing, showing a strong interest in expanding into administrative and creative roles. Reliable, adaptable, and committed to delivering excellent service in every role.

Contact.

Address
Al-Sulay, Riyadh, Kingdom
of Saudia Arabia

Phone
0595948229

Email
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Skills.

Graphic Designing

Adobe Illustrator

Communication

MS-Office

MS-Word

MS-EXCEL

Team Lead

Language.

English

Urdu

Hobby.

Travelling

Photography

Education

Intermediate – Computer Science

Wah cantonment, Pakistan 2018 – 2020

Matric – Computer Science

Wah cantonment, Pakistan 2015 - 2017

Experience

Data Entry Operation

- Gathering invoices, statements, reports, personal details, documents and information from employees, other departments and clients.
- Scanning through information to identify pertinent information.
- Correcting errors and organizing the information in a manner that will optimize swift and accurate capturing.

KFC

Crew Member & Rider Jan,2024 – July,2024

- Smile!!! Be Friendly!!! And have fun at the same time!
- Assist guests in choosing the meal they want
- Ensure orders are accurate

McDonald's

Crew Trainer March,2023 – Jan,2024

- Greeting customers with a smile.
- Handling customer inquiries efficiently.
- Maintaining cleanliness in the dining area and kitchen

Amigos-BPO

Customer Service Rep Sep,2020 – Aug,2022

- Handle a large volume of inbound and outbound calls in a timely manner
- Follow communication scripts and use knowledge of the company's products and services to go off-script when necessary
- Identify customer needs, research issues, resolve complaints, and provide solution