

Muhammad Zaid

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Dedicated and tech-savvy Computer Science Engineering graduate (Diploma) with experience as a Customer Care Executive at Hustlestan. Skilled in call and email support, managing client queries, and providing efficient and customer-centric solutions. Strong interpersonal communication and a quick learner, with a solid foundation in technical and problem-solving abilities. Eager to apply both technical knowledge and customer support experience in dynamic and growth-oriented roles.

Work Experience

Customer Care Executive (CCE)

Hustlestan-Faridabad, Haryana

Full-time

November 2023 to June 2024 • Full-time

- Delivered exceptional customer support via calls and email for clients across US and UK markets, ensuring a high level of satisfaction.
- Handled a wide range of customer queries related to products, orders, and service issues, providing timely and effective solutions.
- Managed and resolved support tickets and mail queries, maintaining a professional and empathetic tone while ensuring quick turnaround times.
- Demonstrated excellent communication and problem-solving skills while working in a fast-paced, high-volume environment.
- Collaborated with internal teams to escalate technical or complex issues and ensured smooth follow-up with customers.

Education

Diploma in Computer Science

Nims University Rajasthan-Jaipur, Rajasthan

August 2022 to June 2025

Currently pursuing a diploma in Computer Science Engineering.

12th Pass

St. Vincent De Paul School-Budaun, Uttar Pradesh

ICSE | English medium

Passing year: 2022

10th Pass

St. Vincent De Paul School-Budaun, Uttar Pradesh

ICSE | English medium

Passing year: 2020

Skills / IT Skills

- Customer service
- Microsoft Office
- Customer relationship management
- Cold calling
- Analysis skills
- Microsoft Excel
- Relationship management
- Communication skills
- Administrative experience
- Organisational skills
- Live chat
- Customer support

Languages

- English
- Hindi