**Kashan Ashraf**

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**About Me:**

Dedicated and detail-oriented customer service representative with over 3 years of experience in providing exceptional support in the insurance sector. Eager to use my abilities, knowledge, and skills, to build long-lasting relationships and ensure a seamless customer experience.

**Professional Experience:**

**Active CSR 2022 - Present**

**Job Responsibilities:** Assist customers with policy renewals, updates, and changes to their policy. Make Certificate of Insurance for clients according to their requirements. Skilled in managing all policyholder inquiries, resolving disputes, and delivering comprehensive product information to clients.

**Skills:**

 Computers: Word, Excel, PowerPoint, Outlook, Microsoft Teams, Applied Epic, Adobe Reader

 Languages: English, Urdu, Punjabi

 Co-curricular: Basketball, Cricket, Football, Sketching, Drawing, Theatre

**Education:**

 Forman Christian College & University: BA Hons – 2022 - present

 Forman Christian College: Higher Secondary (Intermediate: F.A) – 2017

 St. Anthony’s High School: Secondary (Matriculation) – 2011

**Reference:**

References are available on request.