

Mishi Akhter

Organized and reliable, with a proven ability to manage multiple projects efficiently. Strong in web operations, data handling, and advanced office tools. A proactive problem-solver with solid communication skills, focused on team success and continuous growth.



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☎ 03053943897

📍 Karachi, Pakistan

WORK EXPERIENCE

Customer Support Representative (Chat Support)

Technile Solutions

Tech Mile Solutions excels in providing top-tier Backend and Chat Support for businesses seeking to enhance their technical operations and customer engagement. Our team of IT professionals is dedicated to delivering innovative, reliable support solutions that drive efficiency and effectiveness.

Mar 2025 - Apr 2026

Accomplishments / Tasks

- Delivered high-quality customer support via live chat by resolving inquiries efficiently and ensuring high customer satisfaction.
- Assisted customers with account-related issues, service inquiries, and basic technical troubleshooting, Maintained clear, professional, and empathetic communication while handling a high volume of interactions.
- Demonstrated strong problem-solving skills by identifying issues quickly and providing accurate solutions, Collaborated with team members to improve workflows and enhance overall support quality.

Excel Data Analyst

Center for Non-Communicable Diseases(CNCD)

(CNCD) is a research institute in Pakistan studying the causes of chronic diseases like diabetes, heart disease, and kidney disorders.

Sep 2023 - Jan 2025

Achievements/Tasks

- Managed patient data and personal information.
- Sorted patient info using Excel and highlighted errors using conditional formatting.
- Analyzed data using COUNTIF, VLOOKUP, HLOOKUP, and more.
- Handling emails.
- Inputting patient information, including personal details, medical history, and contact information.

SKILLS

MS Office

Video Editor

Filmora

Digital Marketing

Basic AI Animator

HTML, CSS, Bootstrap

Canvas

Problem Solving

Customer Relationship Management

EDUCATION

Undergraduate

Virtual University

Jan 2025

Courses

- Mass Communication

Diploma in ADSE

Aptech

Jul 2021 - Apr 2022

Courses

- ADSE (PROGRAMMING)

Product-Based Video Editing

(Freelance / Self-Initiated)

Created engaging product videos for clients using Adobe PremierePro. Focused on clean transitions, product highlights, and optimized visuals. Delivered videos for social media and e-commerce platforms.

INTERESTS

Video Editing

2D/3D Animation

Creative Content Creation

Social Media Marketing