

CV

1. PERSONAL DATA

First Name: **Yasir** Last Name: **Rathore**

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2. EMPLOYMENT RECORD

Apart from the experiences listed below, I have 15 years of mixed experience in technical/non-technical support/customer service (remote work through Odesk/Upwork). 5 years of work experience as project coordinator/administration. Also, well aware of the processes and work flow used to coordinate across teams which can make company's performance better in all aspects.

Employer's Name:	Period of employment:	Position held:
Customer Success Solutions PVT LTD aka US Mobile	January 2019-July 2020	Customer Success Manager: Assisting customers and troubleshooting their issues in depth, as they come in with a query related to product/services. 90 percent of queries were technical in nature.
Safer VPN USA (Virtual Job)	September 2015-January 2018	Senior Customer Support: Assisting customers and troubleshooting their issues in depth, as they use VPN software across multi devices. Used Zendesk extensively to resolve client queries, assign tickets and create reports.
Olsens IT APS Small Danish business importing IT related products from China and delivering it to Scandinavian Market	June 2014-Sep 1 st 2015	Translator (English to Danish and vice versa for IT related products/Customer Service

Saboor and Sons Global Trading and Engineering services PVT Limited, Pakistan	June 2011-May 2015	Marketing Manager: To assist Scandinavian companies in marketing related activities according to their field of work/industry in Pakistan, worked with Haugen Vacuum systems AB for its product related to Cement Plants in Pakistan
Burger King A/S, Copenhagen and Odense, Denmark	May 2006-May 2009	Sales assistant, responsible for selling fast food products and kitchen related functions
Bella Rejser, Valby, Denmark	September 2003- March 2004	Trainee job, handled customer queries, reserving tickets for customers

3. TERTIARY EDUCATION – ONLY

Institution (University, etc.), city and country:	Length of education Date: from (month/year) to (month/year)	Degree/Diploma obtained:
University of Arizona Tucson, USA	2 semesters, 1 year, August 2010-May 2011	Successfully completed 2 semesters at the University with good academic standing, Documented letter of appreciation as being student for 2 semesters
Tietgen Business College Odense Denmark	Sep 2005-June 2008	Single subject certifications in various business-related subjects, such as International Marketing, Danish Consumer Law, International Economics
Køge Handelsskole, Haslev Denmark	August 2003-June 2004	HHX, Higher commercial examination
Secondary School Certification SSC, Pakistan	March 1997-March 1999	Secondary School Certification

4. LANGUAGE SKILLS

Language:	Formal Education:	Speaking skills:	Reading skills:	Writing skills:
English	Yes	Perfect	Perfect	Perfect
Urdu	Yes	Mother tongue	Perfect	Average

Danish	Yes	Above average	Above average	Very Good
5. SPECIAL EXPERIENCE (had to start from scratch and build up the company)				
Period: from (month/year) to (month/year)		June 2011-May 2014		
Employer:		Saboor and Sons Global Trading Private Limited		
Position held:		Marketing Manager/Marketing Coordinator		
Tasks and responsibilities:		To assist Scandinavian companies in marketing related activities according to their field of work/industry in Pakistan, worked with Haugen Vacuum systems AB for its product related to Cement Plants in Pakistan. This job includes planning, budgeting, marketing and cooperation with Swedish colleagues on daily basis. Built up own systems to keep a track of marketing activities and employees involved. Also responsible for the training of new employees and taking them through all the on boarding process.		
6. OTHER INFORMATION OF RELEVANCE TO THE JOB (trainings, publications, skills etc.):				
<ul style="list-style-type: none"> • English Language Certifications in reading, writing and listening skills from Center of English as a second language, University of Arizona Tucson • Perfect Computer skills, including MS office, troubleshooting various software related issues • Can easily communicate in English, Urdu and Danish, which gives me deep understanding of cultural and business environment in Pakistan/Denmark and USA • Well aware of the basic legislations required both in Pakistan/Denmark/USA for establishing new businesses • Lived in Denmark for almost 6 years, which gives me deep knowledge of Danish business environment and culture in general • Was in final 8 interviewees for the post of “Junior Commercial Officer” at Royal Danish Embassy Denmark, Pakistan 				

Professional References

1. Mr. Amit Bareket, CEO SaferVPN USA
Email address: amit@safervpn.com
2. Mr. Karl. T. Haugen, CEO Haugen Vacuum
Systems AB, Sweden
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3. Mr. Qumber Ali, Team Lead, Customer Success
Solutions PVT Limited, Islamabad.
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