DAUD ASAD (David Leo)

Customer Service Representative (CSR / CRM)

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Customer Service Representative with over 3 years of hands-on experience in delivering high-quality support across platforms like Discord, Twitter, and Fleamint. Proficient in CRM systems, customer relationship management, issue resolution, and live chat/email support. Adept at handling customer inquiries with professionalism, empathy, and efficiency. Skilled in troubleshooting, technical support, and maintaining customer satisfaction in high-pressure environments. Strong communication, teamwork, and multi-tasking abilities with a focus on improving processes and enhancing customer experience. Actively involved in social media engagement to support brand visibility and customer interaction.

Work Experience

Customer Relation Management
Discord | International   Sep 2021 - Mar 2025

Led and enhanced engagement within Discord communities for leading Web3 brands including Thovt, Defactors, and Tulip. Utilized expert communication and problem-solving skills to manage customer and client interactions, driving trust and strengthening brand presence on the platform.

Social Media Support Specialist
Twitter (X) | Europe   Jun 2021 - Sep 2024

Elevated brand presence on Twitter for Web3 projects by implementing strategic communication and customer-focused engagement. Managed interactions with followers and clients to build a positive and active online community.

Customer Service Representative
Fleamint | Singapore   Sep 2023 - Jul 2024

Delivered exceptional customer support and relationship management at Fleamint, handling tickets, user queries, resolving issues, and maintaining strong communication across multiple platforms. Successfully managed user and investor relations, contributing to customer satisfaction and retention. Additionally, supported community initiatives by assisting in the growth and moderation of online communities.

Core Skills

Customer Support & CRM:
Ticket Management, User Query Resolution, Customer Support, Customer Relationship Management (CRM), Investor & Client Relations

Communication & Problem Solving:
Communication Skills, Conflict Resolution, Technical Troubleshooting, Interpersonal Skills

Project & Time Management:
Time Management, Prioritization, Team Collaboration, Data Collection & Feedback Analysis

Analytical & Reporting Skills:
Data Analysis, Performance Tracking, Customer Feedback Analysis, Reporting & Documentation, KPI Monitoring

Communication Skills: Written Communication, Verbal Communication, Client Relations, Cross-Team Collaboration.

Education

City College Of Science Peshawar

Oct 2024 - Present

Fsc Computer/Information Technology Administration and Management

Peshawar Public School & College

Mar 2016 - Aug 2024

Matric IT - Computer

Certificates

Customer management

Feb 2024

Great Learning

Business Analysis & Process Management

Dec 2023

Coursera

Project Management

Jan 2024

Great learning

Google Analytics Certification

Dec 2023

Google

Social Media Management

Feb 2024

Great learning