

MUGHEERAH KASHIF

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Upwork: <https://www.upwork.com/freelancers/~01421630e52c9c10ee#>

Professional Summary

Dedicated and results-driven Customer Support Specialist and Live Chat Agent with experience in online community management, chat support, and influencer research. Skilled at handling customer inquiries with professionalism, maintaining positive client relationships, and delivering effective online support. Quick learner with excellent communication skills, strong problem-solving ability, and a passion for providing seamless customer experiences in remote work environments.

Core Skills

- Customer Support & Live Chat Assistance
- Online Community Management
- Influencer Research & Outreach
- Microsoft Word & PowerPoint
- Google Sheets & Online Collaboration Tools
- Team Communication & Coordination
- Adaptability & Eagerness to Learn
- Time Management & Problem-Solving

Professional Experience

Customer Support Specialist

Cyber Gravity | Apr 2025 – Present

- Provide timely and professional customer support via chat, email, and other online platforms.
- Handle inquiries, resolve complaints, and ensure customer satisfaction.
- Collaborate with team members to streamline support processes.

Social Media Community Manager

TurboAthlete | January - March 2022

- Managed and engaged with online community across social platforms.
- Responded to queries, built brand presence, and fostered positive user interactions.

- Helped in getting UGC from the clients.
- Monitored engagement metrics and provided feedback to improve community strategies.

Freelance Influencer Research & Outreach

Upwork & Online Clients | From 2020

- Conducted influencer research across multiple platforms to match brand goals.
- Managed outreach campaigns, communications, and reporting.
- Supported clients in building collaborations with targeted influencers working as affiliates.

Education

- MPhil Physiotherapy

2017

- BS Physiotherapy

2013

References

Available upon request.