



# HINA KHAWAR

Customer Service professional with 5+ years of experience working with an IT-based company. - Specialized in handling customer inquiries, requests, and complaints in a positive effective manner whilst ensuring the company's branding and corporate image are reflected in a positive manner and as per approved quality standards.

## CONTACT

Abu Dhabi, UAE, 51133

+971568715825

hina77114@gmail.com

## CORE QUALIFICATIONS

- Strong Communication Skills, Convincing Skills, Attention to Detail.
- Handling Inbound & Outbound Calls, Customer Complaints.
- Can work with MS EXCEL in spread sheets working for the records of different files.
- I have good command on E-mails.
- IT Skills/ Social Media
- Operating Systems - Windows
- Hands-on experience in MS Office, MS Outlook
- Software/ERP - CRM, SRTO - Payment system

## CERTIFICATIONS

- [TELEPHONE COMMUNICATION SKILLS: CALL CENTER AGENT] **certified**
- [Driving] **License**

## LANGUAGES

- English
- Hindi
- Urdu

## ADDITIONAL INFORMATION

- DOB: 14/07/1993
- <https://www.linkedin.com/in/hina-khan-0ab1a6103>

## EXPERIENCE

### Customer Service Representative

#### NT Payments - Kiosk IT System Trading LLC - Abu Dhabi, UAE

- 08/2018 - Current
- Handling all over UAE day to day Customer Support Division activities on CRM which are raised by Emails/ WhatsApp/ NT Wallet chat/ Facebook/Telegram/Instagram or other social media channels.
  - Have a good coordination with Technical Division, Security Department, Sales and Marketing Division and all other stakeholder's on routine support matters.
  - Make payments including paying Du & Etisalat Postpaid, Electricity and Water bills, Dubai police fines & transferring local and international balances.
  - Providing a high volume of quality customer service in a fast-paced environment.
  - Reading and analyzing the logs of terminals.
  - Follow communication procedures, guidelines, and policies.
  - Navigated customer support channels to resolve diverse customer queries within target timeframes.
  - Completing daily instructions and tasks from Supervisor and Department Head.
  - Makes outbound calls to provide customer needed information.
  - Updates job knowledge by studying new product descriptions; participating in educational opportunities.

### Front Desk Receptionist

#### Warid Telecom - Pakistan, Pakistan

- 06/2016 - 05/2018
- Welcoming and greeting visitors and residents.
  - Handling calls, messages, and mail and forwarding them to the concerned.
  - Helping with and supervising the housekeepers and maintenance teams and making sure all equipment and office supplies are available for smooth running.
  - Making reports and forwarding them to the responsible departments.
  - Coordinate travel accommodations, agenda, and transportation for staff and out-of-town visitors.
  - Aggregated and prepared documentation and reports for office meetings, distribution, and filing.
  - Answered and directed incoming calls to relevant staff members using multi-line telephone system.

## EDUCATION

2016

### Bachelor of Science Finance

University of Gujrat - Pakistan