



DARO KHAN

Customer Service Representative

+971558898248 israrhamza968@gmail.com

deira, Dubai, United Arab Emirates

ABOUT ME

A dedicated customer service representative passionate and skilled in customer support and service. proficient in responding to customer complaints and finding solutions, customer request management and providing product analysis for customer.

WORK EXPERIENCE

Customer Service/Cashier

April 2022- October 2022

Al Fardan Exchange. Sharjah, UAE

- provided fast and excellent customer service to the customer in a very professional way.
- Handled foreign currency, remittances and other customer transaction.
- Respected and complied with AML rules, policy and procedure of the company at all times.
- Respected Office guideline of the company and always kept the counter, drawer, tables and workplace neat and clean.
- Attended all telephone calls and give transfer rate / information as required by the caller.
- Promoted and cross sell new products and service introduced by the company among customers.

Customer Service/ Cashier

2019 - 2021

Al Salik Metal Company, Sharjah, UAE

- Greeted customer and making them feel welcomed.
- Identified and seized potential customers or business.
- read, understood, signed and followed all the announcement from admin office.
- Forwarded technical support requisition to admin office.
- Handled cash, cheque and credit card transaction with customer.
- Educating customers of our service and products.
- counted money in cash drawer at the beginning and end of shift to ensured that the amount is correct.

REFERENCES AVAILABLE UPON REQUEST

EDUCATION

Master in Economics

University of Baluchistan
2017 - 2018

Bachelor of Science

University of Baluchistan
2015 - 2016

SKILLS

- Excellent communication skills
- Problem solving
- Work under pressure
- Adaptable
- Microsoft Office
- Typing skills
- Customer Service
- Active listening

LANGUAGES

- ENGLISH
- HINDI / URDU
- ARABIC
- PUSHTU