

PROFILE

- A proficient and professional individual with an experience in Customer Service Administration and Recruitment.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Knowledgeable about business operations and administrative management requirements.
- Excellent time management and organizational skills.
- Ability to multitask and prioritize responsibilities.
- Strong ability to understand and exposure to various latest technologies and trends.
- Resourceful team player who excels at building trusting relationships with customers and colleagues.
- An enthusiastic approach, with a "can do" and hands-on attitude.
- Exceptional Customer Service Skills.
- Excellent analytical skills and negotiation skills.
- Pleasing and result-driven personality.
- Able to inspire trust and confidence with clients.
- Good organizational skills and attention to detail with the ability to network effectively at all levels.
- Team player with exceptional interpersonal and relationship building skills.

EDUCATION

BBA. June 2023.
Barkatullah University, Bhopal, India

Intermediate: A1 Grade May 2020.
Bal Bhawan School, Bhopal, India

Metric: A1 Grade Apr 2018.
Bal Bhawan School, Bhopal, India

Bilal Khan

Bk82230555@gmail.com
Cell: +971 55 288 7679



OBJECTIVE

Seeking for a challenging and dynamic job role in a reputed industry with diverse group of people and to enhance my professional skills with learning and experience for career growth.

WORK EXPERIENCE

Associate Customer Service representative

Amaltas India Limited, India
Sept 2022 till May 2023

- ✓ Act as a point of contact for greeting & welcoming the customers.
- ✓ Facilitate clear and timely communication, providing updates on project progress, addressing inquiries and escalations (if any).
- ✓ Addressing customers queries and concerns to the respective departments.
- ✓ Assist and support customers in the registration and documentation process.
- ✓ Responsible for addressing customer concerns, complaints or conflicts related to the construction projects to management team.
- ✓ Working closely with the customer and other internal teams to find satisfactory solutions.
- ✓ Provide accurate information to customers, address technical questions, and guide customers on construction-related decisions.
- ✓ Conduct regular follow-ups with customers to assess their level of satisfaction, identify areas for improvement, and address necessary actions to address any quality concerns.

Customer Service (Intern)

Amaltas India Limited, India
Jan 2022 till Apr 2022

- ✓ Conferred with customers by telephone or in-person to provide new launched projects and service information.
- ✓ Analyzed and collected potential customer's information to prepare service reports.
- ✓ Referred unresolved customer grievances to designated departments.

Customer Service (Intern)

Amaltas India Limited, India
Dec 2020 till Mar 2021

- ✓ Built sustainable relationships and trust with customer accounts using open and interactive communication.
- ✓ Developed presentations and reports to communicate progress, share preferred practices to provide updates on the running projects.
- ✓ Prepared appropriate account corrections to address customer queries.

PERSONAL DETAILS

Nationality : Indian
Linguistic Abilities : English, Hindi & Urdu
Marital Status : Unmarried
Visa Status : Tourist Visa

SKILLS

- Customer Service· Communication Skills· Customer Relationship Management (CRM)· Office Administration.
- Presentation Skills· Problem Solving· Sales Operations· Team Management· Sales Management.
- Adaptability· Flexibility· Attention to Detail· Willingness to Learn.
- Negotiation· Marketing Management· Operations Management.
- Good command on MS Office tools (Word, Excel, and PowerPoint) 2010, 2013, 2016 and 365, email & Internet browsing.