



Azad Ahmed Khan

Customer Service Ambassador/DXB

I'm Proud and Interested to be a part of your team in your organization. My experience of more than 5 years in Customer Service industry has provided me knowledge, skills developed by strong work ethics. Planning, organizing, being assertive and a very good communication which plays very important role in day to day operations. Working under pressure helps me to help attention to details and to be prepared for the worse. I'm flexible to pick up new skills and eager to learn from others. I'm self motivated person, ambitious and patient as which possess the ability and inclination to take new challenges.

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📍 Near alghurair center Union Metro Dubai, Dubai, United Arab Emirates

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WORK EXPERIENCE

Customer Service Ambassador Travelex Emirates Exchange LLC

12/2022 - Present

Dubai UAE

Travelex Emirates exchange LLC

Achievements/Tasks

- Delivering excellent customer service and follow the process to maximise sales
- Manage all the customers queue at the counter
- Achieve individual KPI target
- Ensure compliance to legal and corporate requirements
- Adhere to company's policies and procedures.

Customer Service Specialist Conizant Solution Pvt LTD

02/2019 - 12/2021

Gurgaon Haryana

Achievements/Tasks

- Providing customers a personalized, friendly and efficient customer experience.
- Screening phone calls, enquiries and requests, and handling them accordingly
- Helping to resolve customer complaints.
- Organizing and attending meetings and ensuring the boss is well prepared for the meetings

EDUCATION

Master of Business Administration in finance and marketing (Attested)

Bharti Vidyapeeth University Pune (BVIMR)

05/2018 - 09/2020

Pune, INDIA

Courses

- Finance and Marketing

Bachelor Of Commerce University of Lucknow

05/2013 - 06/2016

Lucknow

Course

- Commerce and Accounting

SKILLS

Fluency in both spoken and written English

A native hindi speaker

Excellent interpersonal and customer service skills

Willing to work in a shift environment

MS Excel

Excellent Typing skills, Multi-tasking skills.

Customer Service

CERTIFICATES

Microsoft Excel- From Beginner to Advanced (08/2022 - 08/2022)

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Arabic

Limited Working Proficiency

INTERESTS

Sports

Travelling

Bike riding