



PROFILE

Highly skilled and Reliable Customer Service Executive with a proven track record of cultivating enduring client relationships and driving organizational success through unwavering commitment to excellence and meticulous attention to detail. Possesses a keen ability to enhance customer satisfaction rates by streamlining internal processes and consistently delivering effective solutions to complex issues. Promotes a dynamic, customer-centric approach with exceptional listening and team collaboration capabilities. Energetic, personable, and adept at upselling and cross-selling, contributing significantly to revenue growth.

PERSONAL DETAILS

Birthdate: **25-Sep-1986**

Nationality: **Pakistan.**

Marital Status: **Married**

CONTACT

United Arab Emirates

+971527628114

EMAIL:

KhalidKhan407@ymail.com

DRIVING LICENSE

Light Vehicle (No -3) Manual.

LANGUAGES

- **Arabic** - Native (Khaleeji)
- **English** - Fluent
- **Urdu** - Native
- **Hindi** - Fluent

KHALID AMIN

WORK EXPERIENCE

Al Jawdah Water Trading (RAKEZ) - Administrative Assistant.

July 2023 – Currently working.

- Providing troubleshooting assistance for customer orders, account statuses, and relevant problems
- Provides administrative support to ensure efficient operation of office.
- Answer phone calls, schedule meetings and support visitors.
- Carries out administrative duties such as filing, typing, copying, binding, scanning, etc.
- Complete operational requirements by scheduling and assigning administrative projects and expediting work results.
- Makes travel arrangements for senior staff such as booking flights, cars, and hotel or restaurant reservations.
- Exhibits polite and professional communication via phone and e-mail.
- Support team by performing tasks related to organization and strong communication.

Settled FZ-LLC (IMPZ) - Operations and Customer Service Executive

Sep 2022 – July 2023.

- Handled customer billing errors, researching issues in the system, and working to resolve problems and inconsistencies.
- Managed all complex complaints, issues, and problems to maintain customer satisfaction.
- Added value to customer purchases by upselling additional products and services.
- *Closely* monitored customer and business satisfaction, making improvements based on recurring negative feedback.
- Managed monitoring and oversight of operations, ensuring all jobs were completed on time and as planned.

Dubai Holding (DIAC) – Operations Supervisor

Jan 2020 – Jul 2022

- Reported daily activity, incidents, audits, safety repairs, and irregularities encompassing property damage, theft, and the presence of unauthorized persons.
- Helped senior management plan and carry out daily operations and meet key objectives.
- Prepared reports and correspondence on complex resource management issues.
- Collaborated with line managers on department performance and KPIs.
- Developed training programs to boost staff capabilities.
- Assessed department operations to prevent future risks and strengthen performance.

SKILLS

- Customer and staff support
- Customer complaint management
- Team management
- Team collaboration
- Team player

TECOM Group - Control Room Officer and Customer Care.

Nov 2014 – Dec 2019

- Managed remote customer support teams across multiple time zones.
- Effectively communicated with team members to maintain clearly defined expectations.
- Reconciled documentation discrepancies, ensuring correct reporting to senior leadership.
- Delivered exceptional customer service to grow business, resolve issues, and maximize customer experience.
- Promptly alerted staff and police when crimes happened within the establishment.
- Ensured staff and customer safety by promptly acting on suspicious behavior and crimes detected.

Emirates Central Cooling (EMPOWER)– Security Receptionist.

Nov 2012 – October 2014

- Performs administrative and security lobby operation duties in support of the area
- Maintains receptionist duties daily
- Create photo ID access badges for new employees, contract workers, and visitors
- Maintains security by following procedures
- Security technology and systems

EDUCATION

- **Ain Jaloot High School**
High School Certificate–Kingdom of Saudi Arabia
- **Eton Institute - Dubai.**
English Language Course

CERTIFICATIONS

- Fundamentals of Project Management.
- HABC Level 2 [Emergency First Aid at Work].
- Joint Events Insurance Course by Dubai Police.
- Security System Operator (SIRA).
- Certificate of Recognition by Dubai Holding.
- Certificate of Appreciation by Dubai Holding