



SANAUR REHMAN

Customer Service Representative

Dedicated Customer Service Representative with 4+ years of experience in resolving customer inquiries and issues. Proficient in communication, problem-solving, and conflict resolution. Proven track record of exceeding customer satisfaction goals. Skilled in handling high call volumes and utilizing CRM systems to manage customer interactions efficiently. Strong team player with a commitment to delivering exceptional service.

Experience

May 2023 - Till now

EMIRATES INDIA INTERNATIONAL EXCHANGE(DUBAI)

Customer Service Representative

- Answering customer queries via Call, Email & Live chat by providing Transaction Status, Rate Enquiry, Currency Exchange, WPS Registration.
- Maintain friendly and professional customer interaction by maintaining KPIs.
- Handling complaints, provide appropriate solutions and follow up to resolve any issues.
- To maintain records, prepares reports and performs work processing assignments & related clerical duties.

Dec 2021 - April 2023

BT GLOBAL SERVICES INDIA PVT LTD

Customer Support Executive

- Assisted customers by providing account information and solutions with their billing & Service issues.
- Offer additional lines and upgrades to generate the revenue of the business.
- Maintained KPIs improving customer satisfaction, such as high ratings, positive feedback, or repeat business.

Oct 2020 - Dec 2021

TELEPPERFORMANCE

Customer Support Executive

- Worked as a billing associate in Comcast (USA) to answering billing inquiries, resolving payment issues, or handling account disputes.
- Emphasize ability to listen to customer needs, identify opportunities to upsell, and recommend products or services that meet those needs.
- Process customer orders, returns, accurately and efficiently.

April 2019 - May 2020

IGT SOLUTION INDIA PVT LTD

Process Associate

- Assisted United Airlines customer on calls, E-mail & Chat for baggage issues.
- Settlement of domestic and international claims for baggage issues and processed travel certificates.
- Mentoring and collaborating with other employees to ensure the smooth operation.
- Awarded as a best performer on floor for maintaining highest customer satisfaction score.

Visa Status

Valid Till

08 Aug, 2025

Contact

Phone

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Email

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Address

Al Nahda, Dubai

Nationality

Indian

Education

Pursuing
Masters of Public Administration
IGNOU

2018
B.COM
IGNOU

Skills

- Microsoft Office
- Time Management
- Customer-oriented
- Complaint Management
- Leadership

Language

- English
- Hindi
- Urdu