



Daro Khan

Customer Service

Summary

As a confident and emphatic professional with 3 years of customer service experience. I am well-equipped to interact with individual from diverse background and efficiently resolve any issue. My career as a customer service has honed my communication, problem solving and team work skill, enabling me to deliver exceptional service to customers. I am now seeking a position in financial sector to continue my passion for providing exceptional customer service and contributing to a dynamic team environment.

CONTACT



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Dubai, UAE

EDUCATION

University of Balochistan, Pakistan

Master in Economics 2017–2018

University of Balochistan, Pakistan

Bachelor of Science 2014–2016

SKILLS

- Customer service skills
- Teamwork
- Communication skills
- Cashiering
- Problem Solving
- Financial Transaction
- Microsoft Office
- Interpersonal skills

LANGUAGES

- English
- Urdu
- Hindi
- Pashto

WORK EXPERIENCE

Saif al Noor Project Management. Dubai, UAE

August 2023 – present

Customer Service

- Greeting customer and making them feel welcomed.
- Providing customer related information regarding process and procedure.
- Maintain customer record by updating customer history service request.
- Identify customer needs and provide appropriate solution and guidance.
- Build strong, trusting relationships with customers and team members.

Al Fardan Exchange LLC. Sharjah, UAE

April 2022 – October 2022

Customer Service

- Provided fast and Excellent customer service to the customer in a very professional manner.
- Respected and comply with AML rules, policy and procedure of company at all time
- Handled Foreign currency, remittances and other customer transaction.
- Balanced cash drawer, handling 100,000+ AED per day with 100% accuracy.
- Attended telephone call and gave transfer rate and information as required.
- Promoted and cross sell new product and service introduced by company.

Al Salik Metal Company. Sharjah, UAE

September 2019– September 2021

Customer Service

- Recommended product that met the customer need to increase sale.
- Ensured all customers are provided gracious, quick and efficient service.
- Engaged in active listening with callers, confirming and clarifying information.
- Received payment by cash, cheque, credit card or debit card.
- Received and placed calls to address customer needs, complaints and other issue related to the service.