

# Khalil Ahmed

Customer Service Representative



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Abu Dhabi

## EDUCATION

### BA Bachelor of art

University of Balochistan  
(2019 - 2021)

### Intermediate

Degree College Nall  
(2016 - 2018)

### Matriculation

Balochistan public School  
(2006 - 2017)

## SKILLS

- Customer Service Excellence
- Effective Communication
- Attention to Detail
- Retail Management
- Cash Handling
- Financial Acumen
- Problem-Solving

## LANGUAGE

- English
- Arabic
- Hindi
- Urdu

## PROFILE

Versatile professional with extensive experience across retail management, sales, customer service, and cash handling. Successfully managed a retail mobile shop, ensuring operational efficiency, transaction accuracy, and customer satisfaction. Skilled in financial reconciliations, sales techniques, inventory management, and maintaining confidentiality. Eager to transition into roles such as retail management, sales, or money exchange teller, bringing attention to detail, a customer-first mindset, and a commitment to delivering exceptional service.

## WORK EXPERIENCE

### Shashan Mobiles

2018 - 2022

Customer Service Representative

Supervised daily operations, including staff management, inventory control, and customer service.

Managed cash transactions, ensuring accuracy and balancing registers.

Provided exceptional customer service, addressing inquiries and resolving issues.

Implemented sales strategies to increase store performance and meet financial targets.

### Call Center Representative

March - May

Handled inbound and outbound calls, providing support and resolving customer issues.

Documented and tracked customer interactions and transactions.

Maintained high levels of customer satisfaction through effective communication and problem-solving.

Utilized call center software to manage customer inquiries and follow up on outstanding issues.

## INTERESTS

Cricket Reading Cooking

## COURSES

Digital Marketing E-Commerce Excel

## PERSONAL DETAILS

Visa Status Employment visa

Nationality Pakistani

Age 24