



Daro Khan

Customer Service

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PROFILE

I am ambitious, outgoing, result oriented, energetic person with more than three years' experience in front line customer service, I am comfortable around people and work well with others and I would like to become an expert in the industry by gaining as much as I can and using the available resources to excel in my line to work and exceed what is expected of me by always being well informed about the company.

EDUCATION

Bachelor of Science, April 2106

University of Balochistan, Quetta, Pakistan

Master in Economics, December 2018

University of Balochistan, Quetta, Pakistan

SKILLS

- Customer service Skills
- Excellent Communication Skills
- Time management
- Microsoft Office
- Interpersonal Skills
- Problem Solving
- Cash handling
- Computer Literacy
- Work under pressure

LANGUAGES: English, Urdu, Hindi, Pushto, Arabic

WORK EXPERIENCE

Customer Service

August 2023 -August 2024

Saif Al Noor Project Management, Dubai, UAE

- Greeted customer and made them feel welcomed.
- Provided customer-related information regarding process and procedure.
- Identified customer needs and provide appropriate solutions and guidance.
- Built strong, trusting relationships with customers and team members.
- Maintained customer records by updating customer history service requests.

Customer Service

April 2022-October 2022

Al Fardan Exchange LLC, Sharjah, UAE

- Provided fast and excellent customer service to the customer in a professional manner.
- Accurately performed all remittances, transactions, and other service transactions for customers.
- Adhered to AML (anti-money laundering) rules, policies, and procedures at all times.
- Handled foreign currency, remittances, and other customer transactions.
- Attended all telephone calls and gave transfer rates or information as required by callers.
- Resolved customer complaints independently whenever possible.

Customer Service

September 2019-September 2021

Al Salik Metal Company, Sharjah, UAE

- Ensured all customers are provided gracious, quick, and efficient service.
- Engaged in active listening with callers, confirming and clarifying information.
- Managed administrative tasks such as filling and data entry.
- Addressed issue and solved problem.