

# Muhammad Basit Younas Khan

## Customer Service Officer



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### Professional Summary

Dedicated **Customer Service Officer** with over 9 years of experience delivering exceptional customer experiences across diverse industries. Proficient in handling inquiries, resolving complaints, and building strong client relationships. Expertise in CRM systems, process improvement, and cross-functional collaboration to enhance customer satisfaction and retention. Adept at managing high-pressure environments while maintaining professionalism and efficiency.

### Core Competencies

- Customer Relationship Management (CRM)
- Complaint Resolution & Conflict Management
- Call Center Operations
- Client Retention & Satisfaction Strategies
- Cross-Selling & Upselling Techniques
- Process Improvement & Quality Assurance
- Multi-Channel Communication (Phone, Email, Chat)
- Data Analysis & Reporting
- SLA & KPI Management

### Professional Experience

#### Customer Service Officer

**Super Micro LLC**, Dubai (DXB), United Arab Emirates.

*April 2023 – April 2024*

- Provided top-notch service to clients by addressing inquiries and resolving issues promptly.
- Maintained detailed records of customer interactions in the CRM system, ensuring seamless follow-ups.
- Identified upselling opportunities, contributing to a 10% increase in sales revenue.
- Collaborated with cross-functional teams to improve customer service processes.

#### Customer Service Officer

**Al Fardan Exchange**, Dubai (DXB), United Arab Emirates.

*April 2021 – April 2023*

- Delivered high-quality service to luxury retail and hospitality clients, ensuring customer satisfaction.

- Implemented feedback mechanisms, improving service efficiency by 20%.
- Trained new hires on customer service best practices and system usage.
- Analyzed customer data to identify trends and develop tailored service strategies.

#### **Customer Service Officer**

**American University in the Emirates**, Dubai (DXB), United Arab Emirates.

*February 2020 – March 2021*

- Assisted students and staff with inquiries, ensuring a seamless customer experience.
- Resolved complaints effectively, achieving a 95% satisfaction rate.
- Introduced a ticketing system to streamline and track support requests.

#### **Customer Service Representative**

**UAE Exchange**, Dubai (DXB), United Arab Emirates.

*February 2017 – January 2020*

- Handled high-volume customer interactions across retail channels, maintaining.
- Promoted loyalty programs, leading to a 15% increase in membership sign-ups.
- Developed training manuals to standardize service procedures across branches.

#### **Customer Service Associate**

**Unilever**, Islamabad (isb), Pakistan

*July 2014 – January 2017*

- Assisted customers with product information, returns, and complaints.
- Conducted surveys to gather customer feedback for continuous improvement.
- Consistently achieved monthly KPIs, including call resolution time and customer satisfaction scores.

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### **Education**

#### **Master of Science in Business Administration (In Progress)**

Virtual University, Islamabad (isb), Pakistan

#### **Bachelor of Science**

Punjab University, Lahore (lhr), Pakistan

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### **Certifications & Training**

- **Customer Service Excellence Certification** – CX Academy
- **CRM System Proficiency** – Salesforce Training Academy
- **Conflict Resolution and Negotiation** – LinkedIn Learning
- **Advanced Communication Skills** – Coursera

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### **Additional Information**

- **Languages:** English (Fluent), Urdu (Fluent), Arabic (Basic)
  - **Technical Skills:** Salesforce, Zoho CRM, Zendesk, MS Office Suite, Power BI
  - **Availability:** Immediate
  - **Visa Status:** Valid UAE Residence Visa
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