

Kashif Ur Rehman Khalil

Customer Service Executive

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SUMMARY

Dynamic Customer Service Executive with over 3 years of expertise in delivering exceptional support in high-paced environments. Proficient in managing transactions, executing foreign exchange operations, and enhancing operational efficiency with meticulous report analysis and document management. Achieved consistent cash reconciliation accuracy, demonstrating strong attention to detail. Committed to leveraging exceptional interpersonal skills to meet and exceed customer expectations, contributing significantly to service excellence in any organization.

WORK EXPERIENCE

Customer Service Executive, Joyalukkas Exchange, Dubai

Nov 2021 – Present

- Delivered exceptional customer service by assisting clients with their transactions at the counter.
- Processed remittances, executed foreign exchange transactions, and managed Wage Protection System (WPS) operations.
- Compiled and analyzed end-of-day reports, ensuring accurate cash reconciliation.
- Organized and maintained filing systems for important documents, enhancing operational efficiency.

EDUCATION

BSc Hons Agriculture, Plant Protection, The University Of Agriculture Peshawar, Peshawar

Oct 2017 – Mar 2021

HSSC, Pre-Medical, Government Degree College Hayatabad, Peshawar

Sep 2011 – Jun 2013

SSC, Science, Islamia Collegiate School, Peshawar

Mar 2005 – Feb 2011

SKILLS

- MS Office
- Executive Secretarial Skills
- Time Management
- Problem Solving
- Communication skills
- Fast Learner
- Customer service skills
- Organization
- Team leading skills
- Critical thinking
- Teamwork

LANGUAGES

- English
- Urdu
- Pashto
- Hindi

INTERESTS

- Music
- Cricket
- Walking
- Travelling
- Online Gaming

AWARDS

Certificate of Appreciation, Regional Blood Center, Peshawar , Pakistan

Certificate of Achievement , CSRD

- Show Yourself

Star Of Joy, Joyalukkas Exchange , Dubai, United Arab Emirates

- Employee of month for Consecutive 3 times.

CERTIFICATIONS

Ms Office, Qatar institute of Safety and Technology , Peshawar , Pakistan

- Ms Office

Anti money Laundering , Joyalukkas Exchange , Dubai, United Arab Emirates