

WALEED KHAN

Waleedkhan3159399291@gmail.com | +971568010988 |

Enthusiastic and detail-oriented professional with 2+ years of experience in client-facing roles, financial administration, and office support. Proven ability to resolve customer inquiries, manage records accurately, and support operational efficiency. Strong communication skills and adept in software tools such as MS Excel, QuickBooks, and SAP. Seeking to transition into a customer service role where I can leverage my analytical and interpersonal strengths to enhance customer satisfaction and team performance.

EDUCATION

Bachelor of Science in Economics, | Bacha Khan University Charsadda

Degree obtained March 2022

- Distinguished member of university's Economics Society, GPA: 3.6
- Relevant coursework: Advanced Financial Accounting and Reporting

EXPERIENCE

Customer Service & Accounts Associate

Experience Used Cars LLC – Sharjah, UAE

March 2024 – Dec 2024

- Guided clients through auction processes and resolved concerns, ensuring a smooth customer experience
- Maintained accurate customer records and followed up on service requests.
- Demonstrated a customer-first approach by resolving complaints professionally and efficiently.

Client Relations & Finance Assistant

Mohsin Match Factory Pvt Ltd – Peshawar, Pakistan

May 2023 – Feb 2024

- Handled customer billing and followed up on unpaid invoices, maintaining positive relationships.
- Answered phone and email queries regarding billing discrepancies, delivery times, and product availability

Administrative & Customer Support Intern Khyber Match Factory Pvt Ltd – Peshawar, Pakistan Dec 2022 – May 2023

- Assisted with daily administrative tasks and responded to staff and client inquiries.
- Organized files and documents, ensuring easy access for both staff and clients.
- Supported the payroll department in resolving employee concerns with clear, professional communication.

SKILLS

- | | |
|--|------------------------------|
| • Customer Support & Inquiry Resolution | • Data Entry & Documentation |
| • Communication & Interpersonal Skills | • Billing & Invoicing |
| • Microsoft Excel, SAP, QuickBooks, Xero | • Time Management |