

**MUHAMMAD YASEEN KHAN**  
**CUSTOMER SERVICE SPECIALIST**  
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**Career Objective:**

Highly motivated and customer-oriented professional seeking a customer service position in a reputable organization where I can utilize my strong communication skills and passion for providing exceptional service to contribute to the company's success.

**Professional Experience:**

**Company: Transguard/ Dubai / Dec 2020 - Present**

**Designation: Admin Assistant**

- Managing and prioritizing emails, phone calls, and correspondence.
- Scheduling and coordinating meetings, appointments, and travel arrangements.
- Maintaining and organizing files, documents, and records.
- Creating and editing reports, presentations, and spreadsheets.
- Assisting with budgeting and expense management.
- Handling confidential and sensitive information with integrity and discretion.
- Ordering and maintaining office supplies and equipment.
- Answering and screening incoming calls and visitors.
- Providing excellent customer service to internal and external stakeholders.
- Coordinating projects and ensuring deadlines are met.
- Supporting the team with any other administrative tasks as needed.

**Company: Savings Hypermarket LLC/ Sharjah/ Nov 2019 – Oct 2020**

**Designation: Customer Service Representative**

- Managed front office area includes greeting visitor and responding to telephone and in person requests for information.
- Advised staff on appropriate administrative procedures and documentation requirements.
- Assisted management to make decisions based on customer and performance data reports and recommended corrective actions and improvement strategies.
- Supported HR Manager and handled extra projects as needed.
- Resolved customer inquiries, ensured customer satisfaction, and shared customer communication with appropriate department personnel.
- Handling mail and making phone calls.

**Company: Ufone Telecom/Pakistan/Mar 2018– Sep 2019 Designation:**  
**Designation: Customer Service Executive**

- Providing excellent customer service by responding to customer inquiries and resolving issues in a timely and professional manner.
- Continuously seeking opportunities for personal and professional development to improve customer service skills. .
- Handling customer complaints and finding appropriate resolutions to ensure customer satisfaction.
- Maintaining up-to-date knowledge of company products, promotions, policies, and procedures.
- Upselling and cross-selling products and services to maximize sales and revenue.
- Maintaining a positive and professional attitude while providing support and assistance to customers.
- Meeting or exceeding performance goals and targets set by the company.

### **Academic Profile**

- Graduation: B. Com (Northern University, Nowshera)

### **Skills**

- Excellent communication skills, both verbal and written
- Strong problem-solving ability and capacity to handle difficult customer interactions
- Proficient in using customer service software or ticketing systems
- Ability to work effectively in a fast-paced and high-pressure environment
- Skilled in maintaining positive customer relationships and building customer loyalty
- Detail-oriented and highly organized with exceptional time management skills

### **Software Skills**

- Google Sheets
- MS Office
- Internet & Email Applications