

SARA KHAWAR



PROFESSIONAL SUMMARY

Highly motivated and customer-focused professional seeking a possessing excellent communication skills, a strong problem-solving ability, and a track record of delivering exceptional customer experiences. Committed to ensuring customer satisfaction and exceeding service standards.



WORK HISTORY

CUSTOMER EXPERIENCE REPRESENTATIVE 08/2022 to Current DU, DUBAI

- Responded to customer inquiries via telephone, email, and chat, providing prompt and accurate information about products and services
- Assisted customers in resolving billing issues, service disruptions, and technical problems, ensuring a positive resolution
- Effectively handled and documented customer complaints, identifying underlying issues and implementing corrective actions
- Acted as a liaison between customers and internal departments, coordinating efforts to resolve complex customer concerns
- Demonstrated product knowledge to upsell and cross-sell additional services, resulting in increased revenue
- Achieved and consistently exceeded performance targets for customer satisfaction, response time, and first-call resolution
- Collaborated with team members to share best practices and improve overall customer service experience



SKILLS

- Customer Relationship Management
- Exceptional interpersonal and communication skills
- Strong problem-solving and decision-making skills
- Excellent customer service skills
- Problem resolution mindset
- Quality assurance
- Complaint resolution



EDUCATION

School of Liberal Arts and Social Sciences

Bachelor of Arts, Liberal Arts and Journalism - Social Sciences, 09/2018 to 06/2022

LANGUAGES

English

Urdu

Fluent

Fluent

- ACCOMPLISHMENTS
- Achieved high customer satisfaction ratings, maintaining an average rating of 95% or above throughout the year.
 - Awarded Agent of the Month award multiple times.
 - Exceeded performance targets by consistently achieving a first-call resolution rate of 90% or higher.

- HOBBIES
- Crochet and knitting
 - Reading
 - Journaling