

MUHAMMAD DANISH KHAN

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Professional Summary

To secure a position with a well-established organization with a stable environment that will lead to a lasting relationship in the field of customer service. To work in a professionally managed, challenging environment, which gives greater opportunities to achieve high standards of performance and encourages new learning.

Professional Experience

Store-keeper

Madina Supermarket – The Madina Mall Pakistan

January 01, 2023 – December 31, 2023

Key Responsibilities:

Improved service quality and increased sales by developing a strong knowledge of company's products and services.

Improved customer satisfaction through effective team management and process optimization.

Effectively managed departmental expenses to stay within allocated budget.

Received incoming stock items for storage and distribution within the store.

Maintained accurate inventory of all items in the store.

Stock counting/inventory accuracy checks and ensures that the goods inward / stock control department is well organized and controlled to sufficiently support production.

Stockroom cleaning and routine materials, tooling and equipment maintenance and daily check.

Administrator

Maaz Informatics – Pakistan

September 01, 2021 – December 01, 2022

Key Responsibilities:

Maintained office supplies and equipment, including ordering and stocking.

Greeted and directed visitors.

Answered and directed incoming phone calls.

Managed incoming and outgoing mail.

Prepared and submitted expense reports.

Created and maintained filing system.

Assisted in special projects when needed.

Monitor and ordered office supplies.

Key Skills

Customer Service:

- Handle 50+ customer interactions per day, giving detailed, personalized, friendly and polite service to ensure customer retention.
- Memorized all company products and services to be able to answer all customer questions quickly and efficiently, and make relevant upsells and cross-sell.
- Trained 3 new employees in customer service script recitation, conflict resolution and data entry practices.

Technical Skills:

- Receive source data such as customer name, address, phone number, credit card information, ID card/passport and enter data into the system.
- Able to setup desktop/laptops, headphones, microphones, zoom, or any other chat client service to converse with customers and forward calls to the supervisor.
- Excel in MS Office (Outlook, Word, Excel, and PowerPoint), emailing, faxing, printing, scanning.

Communication Skills:

- Fluency in English and Urdu/Hindi.
- Remain cool during heated exchanges with irritated customers to reach a peaceful resolution.
- Persuade customers to listen to sales pitches and consider making 'upsell' purchases.

| Education | |
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| Bachelors in Business Administration , University of Lahore, Pakistan | 2021 - Ongoing |
| Intermediate , BISE Sargodha , Pakistan | 2021 |
| Matric , BISE Sargodha , Pakistan | 2019 |

Personal Information

Place of Birth: United Arab Emirates
Date of Birth: 12th July 2001
Visa Status: Visit Visa
Languages Known: English, Urdu/Hindi, Basic Arabic