



Jameel Khan

Email – jkhans09@gmail.com

Mobile - +971561282917

Current Address: Dubai, UAE

Objectives:

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

Work Experience:

1. Kasturi Trading Company

Sales co-ordinator and Admin.

Nov 2019 to till date

- To sell various types of food stuff products.
- Coordinating sales activities, including order processing and tracking the orders.
- Built and maintained strong relationships with key clients, resulting in increase in repeat business and enhanced customer loyalty.
- Coordinating with marketing and logistics teams to ensure alignment on sales strategies and customer satisfaction goals.
- Handled invoicing, billing, and order management tasks, ensuring accuracy and timely processing.
- Oversee the daily operations of the office, ensuring that everything runs smoothly.
- Manage calendars, schedule meetings, and coordinate appointments.
- Prepare, file, and manage documents and correspondence. This includes handling incoming and outgoing mail and managing office supplies.
- Maintain employee records, including timekeeping and attendance records.

2. DU - Emirates Integrated Telecommunications - (UAE – Dubai)

July 2012 to Dec 2018

Customer Service Representative (Retention Specialist Operations)

- Highly organized, resourceful and dependable professional.
- Working knowledge of office procedures and equipment's.
- Making outbound calls to the customer.
- Asking the reason for cancellation connection.
- Resolving the customer issues and queries related to billing, technical, staff and network related issue.
- Actively participated in Football, group discussion & in debates during college.
- convincing the customer to keep continues connection with good offers
- Upselling the new offers to the customer to continue the postpaid connection.
- Handling daily, weekly and monthly team reports.

- Handling escalations from other departments, and solving the issue on priority basis.
- Ability to work with different people and at different all levels within the organization

3. SERCO BPO

JAN-2011 - Aug-2011

Customer Service Representative

- Making outbound calls to the customer.
- Asking the reason for MNP(Mobile Number Portability)
- Maintaining the records of the customer in Excel.
- Resolving the Customer Queries regards to Network Problem, GPRS and as such other problems which are related to Air-Tel tele communication.
- Convincing the customer to keep continue connection with good offers
- Co-coordinating with the team mates to achieve the targets of the Company.

Skills

- Ability to present ideas clearly and concisely with excellent interpersonal skills.
- High enthusiasm and strong ability to work autonomously.
- Good Communication and interpersonal skills
- Ability to Work Under Pressure
- Self-Motivated and Quick decision maker.

Education

B.com – Bachelor of Commerce – Bangalore University – 2008

Personal Information:

- Date of Birth : 9th Feb, 1986
- Languages Known : English, Hindi, Urdu, and Kannada
- Nationality : INDIAN
- Visa Status : Visit visa