

MAHESH BHATTARI KHATRI

RESUME



Email: mahesh.btrai5@gmail.com

Visa Status: Own Visa

Ph: +971 52 719 1892 Dubai-U.A.E

OBJECTIVE:

Dedicated and results-driven Customer Service Supervisor with over 1 year of experience leading front-line teams in fast-paced environments. Skilled in motivating staff, resolving customer issues, and improving service standards. Adept at training team members, managing performance, and ensuring customer satisfaction across all touch points.

EDUCATION:

- **Bachelor Degree in Business Studies:**
Emerald (Academy) College, Badarpur,
Jhapa, Kathmandu, Nepal.2019

WORK EXPERIENCE:

CUSTOMER SERVICE SUPERVISOR

AGH GROUP OF COMPANIES- DUBAI- UAE [FEB 2024 – MAR 2025]

- Lead a team of 30 customer service agents/front-line staff to deliver high-quality service.
- Monitor performance, provide coaching, and conduct regular team meetings.
- Resolve escalated customer complaints with professionalism
- Analyze customer feedback to implement service improvements.
- Prepare shift schedules and ensure adequate coverage during peak times.
- Collaborate with management on strategic service initiatives and training plans.

SALES ASSISTANT

**JHAPALI INTERNATIONAL ENGINEERING AND BUILDERS PVT LTD MARCH 2018
- JAN 2023**

- Greeted customers and provided personalized product recommendations, resulting in a 20% increase in up selling success.
- Maintained high levels of customer satisfaction by resolving complaints quickly and professionally.

KEY SKILLS

- Customer service management
- Staff training & supervision
- Conflict resolution
- Complaint handling
- Performance monitoring
- CRM & POS systems
- Team leadership & motivation

LANGUAGES:

- English- Fluent
- Hindi- Fluent
- Nepal- Fluent, Native.

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