

# MUHAMMAD AHSAN KHAN

Address: Emirates City, Ajman, UAE

Contact: +971 52 8075557

Email: ahsan.kha9@gmail.com

## OBJECTIVE

To be a valuable member of an organization that will benefit from my initiative, capabilities and contributions along with enhancing my skills and gaining more field experience required to face the challenges of modern-day requirements. Ultimately focusing on progress of the organization.

## AREAS OF EXPERTISE

- Effective Communication Skills
- Proficient in Microsoft office
- Strategic Problem Solving
- Compliance and Quality Assurance
- Strong Interpersonal Skills
- Product & Service Knowledge

## WORK EXPERIENCE

### **Etisalat By E& | Sales Executive – February 12022 → Customer Experience Support October 2023 - Present**

- Managing the day-to-day operation in the first Etisalat autonomous AI store
- Troubleshoot the internal system and Client technical issues via call.
- Actively performing Friendly user tests (FUT) and citing all errors if any and escalating them.
- Coordinating with Vendors and concerned departments for updates and fixing technical issues.
- Monitoring as well as ensuring all transactions are closed.
- Making sure Robots and Artificial intelligence (AI) integrated systems are functioning.
- Control and monitor Logistics, CRM, IT looping systems as well as store operating systems.
- Replenish the shelves and make sure that it's full and arranged by order.
- Create reports for daily transactions and errors that occur daily and forward them to a high management level.
- Keep a remarkable score in Net Promoter Score (NPS)
- Keep the records & reports updated all the time, as well as ensure the cleanliness of the store to achieve a remarkable score in Store Quality visits.
- Monitor the store sales on a Daily and Monthly Basis and create reports for management.
- Keep the Higher Department updated with the Store operation daily.
- Responsible and tracking inventories going (IN & OUT)

### **Aster DM Health Care | Dubai UAE | Customer Service Executive – April 2019 – May 2021**

- To receive all the patients at reception and enter their details in the system.
- Schedule appointments for the customers according to doctor's availability.
- Handle the queries and meetings of different medical reps with doctors.
- Used billing system Med Soft for all billing related entries and made sure proper usage of customer Insurance details.

- Reception and arranging timely Pick-up/Drop-off for the guests.
- Prepare tour packages according to customer requirements, special needs and seasonal festivities in the region.
- Ensuring the smooth customer experience on their check in and check – out

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**EDUCATION**

**University of South Asia | Bachelor of Mass Communication | AY 2012 – 2017**

**Punjab College of Lahore | Secondary | 2010 – 2012**

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**REFERENCES**

May be furnished upon request.