

SAMEER KHAN



My Contact

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📍 Villa no 16, Street no 32c, Jumeirah 1, Dubai, UAE.

Personal Profile

- Date of Birth : 28th, November, 2002.
- Nationality : Pakistani
- Religion : Muslim

Soft and Hard Skills

- Communication and Customer Service
- Destination Knowledge and Itinerary Planning
- Problem-Solving and Adaptability
- Technical Proficiency

Education Background

- Punjab Group Of Colleges (PGC)
INTERMEDIATE (FSC)
Completed in 2021
- Young Scholars School and College
Matric
Completed in 2019

Profile Summary

I am a detail-oriented individual who enjoys working with numbers. I have a total of 3.5 years of experience, including roles as a Customer Service Representative, Sales, Marketing, and Travel Consultant. I am highly proactive and thrive in an open work environment that encourages innovative thinking. I am motivated to continuously learn and develop new skills, which enables me to excel in my roles.

Professional Experience

Royal Land Travel & Tourism | Travel Consultant/Marketing
April 2024 - 23rd Dec 2024

Key responsibilities:

- **Delivered exceptional customer service**, promptly resolving inquiries and issues.
- **Managed bookings for flights, hotels, and tours.**
- **Crafted customized travel itineraries** to meet client needs.
- **Provided expert destination advice** to enhance travel experiences.
- **Negotiated with vendors** for competitive rates and promotions.
- **Implemented marketing strategies** to promote travel packages and services.

PTCL | Csr/Sales
2023 March - 2024 Jan

Key responsibilities:

- **Handled inbound/outbound calls** for customer inquiries and sales at PTCL.
- **Sold connections and postpaid SIMs** for Etisalat, driving revenue growth.
- **Ensured accurate data entry** of customer and sales information.
- **Monitored call quality** to maintain high service standards.
- **Resolved customer issues**, boosting satisfaction and retention.
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Transdata International | CSR
2021 Aug - 2023 Feb

Key responsibilities:

- **Managed inbound/outbound calls**, delivering high-quality customer support
- **Performed accurate data entry** of customer interactions.
- **Monitored call quality** through QA portal, providing actionable feedback.
- **Resolved customer issues**, enhancing satisfaction ratings.
- **Collaborated with teams** to ensure seamless service delivery.
- **Trained new staff** on customer service protocols.

Achievements

- Champions of under 17 football Inter-branch championship 2018
- 2nd Runner-up of Int. Schools football championship 2020

References will be provided upon request.