



Sana Khalid

Customer Service Representative

Dedicated and customer-focused Customer Service Representative with 3 years of experience seeking an opportunity to contribute my exceptional communication and problem-solving skills to provide top-notch service to clients while achieving company goals..

CONTACT ME

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- ✉ sanakhalid.uae@gmail.com
- 📍 Dubai Silicon Oasis(DSO), Dubai

AREAS OF EXPERTISE

- Excellent communication skills, both written and verbal
- Strong problem solving and decision making abilities
- Apology , Empathy , Action plan
- Time management and organizational skills
- Ability to work well in a team and independently
- Multitasking and attention to detail

AWARDS

Prime Minister Laptop Scheme

A laptop was awarded to me by the Prime Minister scheme due to excellent grades in the qualification.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Mindbridge • Lahore(Pakistan) • Aug 2017 - Nov 2020

- Responded to customer inquiries via phone, email, and chat, resolving issues promptly and ensuring customer satisfaction.
- Maintained a high level of product knowledge to provide accurate information and recommend suitable solutions to customers.
- Processed orders, returns, and exchanges efficiently, ensuring accuracy and compliance with company policies.
- Handled escalated customer concerns professionally and effectively, resulting in issue resolution and customer retention.
- Collaborated with cross-functional teams to address complex customer issues and improve overall service quality.
- Consistently met and exceeded monthly performance metrics, including response time, customer satisfaction scores, and sales targets.

EDUCATION & CREDENTIALS

BS(Hons) CS 3.33 CGPA

*Virtual University of Pakistan, Nankana Sahib
Oct 2013 - March 2018*

Certifications:

English Proficiency Certificate (Virtual University of Pakistan)
March 2018

Visa Availability:

I have my own spouse visa.