



# M. Hamza Khalid

## Customer Services Representative

2 years of professional Sales experience with strong emphasis on launching and establishing operations of new companies, Customer Services, Sales/Business Analysis, Planning, Sales Performance Management, Customer Operations Management, Marketing, Customer Retention, Customer Satisfaction & Technology Management. Team player with proven skills to perform under demanding situations and time lines

## Contact

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**Address**  
International City, Dubai  
UAE

## Education

Nov-2020  
**BBA (Hons)**  
PMAS-Arid Agriculture University

## Visa Status

Visit Visa: valid till 23, March

## Language

English

Urdu

Hindi

Punjabi

## Experience

**Feb 2020 till Dec 2023**  
Jazz Franchise - Saddar RWP

### Customer Services & Sales Executive

- Provide exceptional customer service to clients, addressing inquiries, resolving issues, and ensuring overall satisfaction.
- Collaborate with cross-functional teams to streamline communication processes and enhance customer experience.
- Utilize effective communication and problem-solving skills to handle customer complaints and inquiries.
- Maintain accurate records of customer interactions and transactions.

## Skills

- **Customer Service:** Proven track record of delivering excellent customer service and ensuring high customer satisfaction.
- **Communication:** Strong verbal and written communication skills, with the ability to interact effectively with customers and team members.
- **Problem-Solving:** Adept at identifying and resolving customer issues in a timely and efficient manner.
- **Team Collaboration:** Ability to work collaboratively with cross-functional teams to achieve common goals.
- **Record Keeping:** Experience in maintaining accurate and organized records of customer interactions.

## PERSONAL INFORMATION

Father Name : Khalid Mehmood  
Date Of Bith : 07-04-1997  
Nationality : Pakistani  
Passport : FU4156  
Marital Status : Single