



# Daro Khan

Customer Service

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## PROFILE

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I am ambitious, outgoing, result oriented, energetic person with more than three years' experience in front line customer service, I am comfortable around people and work well with others and I would like to become an expert in the industry by gaining as much as I can and using the available resources to excel in my line to work and exceed what is expected of me by always being well informed about the company.

## EDUCATION

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Bachelor of Science, April 2106

University of Balochistan, Quetta, Pakistan

Master in Economics, December 2018

University of Balochistan, Quetta, Pakistan

## SKILLS

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- Customer service Skills
- Excellent Communication Skills
- Time management
- Microsoft Office
- Interpersonal Skills
- Problem Solving
- Cash handling
- Computer Literacy
- Work under pressure

**LANGUAGES:** English, Urdu, Hindi, Pushto, Arabic

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## WORK EXPERIENCE

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### Customer Service

August 2023 -August 2024

*Saif Al Noor Project Management, Dubai, UAE*

- Greeted customer and made them feel welcomed.
- Provided customer-related information regarding process and procedure.
- Identified customer needs and provide appropriate solutions and guidance.
- Built strong, trusting relationships with customers and team members.
- Maintained customer records by updating customer history service requests.

### Customer Service

April 2022-October 2022

*Al Fardan Exchange LLC, Sharjah, UAE*

- Provided fast and excellent customer service to the customer in a professional manner.
- Accurately performed all remittances, transactions, and other service transactions for customers.
- Adhered to AML (anti-money laundering) rules, policies, and procedures at all times.
- Handled foreign currency, remittances, and other customer transactions.
- Attended all telephone calls and gave transfer rates or information as required by callers.
- Resolved customer complaints independently whenever possible.

### Customer Service

September 2019-September 2021

*Al Salik Metal Company, Sharjah, UAE*

- Ensured all customers are provided gracious, quick, and efficient service.
- Engaged in active listening with callers, confirming and clarifying information.
- Managed administrative tasks such as filling and data entry.
- Addressed issue and solved problem.