

# SHAH FAHAD

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Hardworking candidate skillful in providing excellent customer service. Proven track record of resolving customer issues in a timely manner while upholding the highest standards of customer satisfaction. Extensive experience in using multiple communication channels, including phone, email, and web chat. Strong interpersonal skills, and an ability to lead and motivate a team to success.

## Experience

**AUG '22 – SEP '24**

**Receptionist** | EMIRATES HEALTH SERVICES (EHS), IND AREA 10, SHARJAH

- Greeted visitors warmly and ensured they had a positive experience.
- Handled cash and credit card payments with accuracy.
- Provided superior customer service by responding to inquiries in an efficient and friendly manner.
- Greeted guests to determine nature and purpose of visit and directed or escorted to specific destinations.
- Heard and resolved complaints from customers and the public.
- Answered phones professionally in accordance with organizational protocols.

**JUN '20 - JAN '22**

**Customer Service Representative** | IMPERIAL HOTEL, ISLAMABAD

- Provided exceptional customer service to ensure satisfaction with each interaction.
- Resolved customer complaints promptly and effectively by providing appropriate solutions based on individual needs.
- Provided excellent customer service to all guests, demonstrating strong communication and problem-solving skills.
- Followed up with customers in a timely manner to ensure satisfaction throughout the service process.
- Scheduled service appointments for customers.

**JAN '19 - JUN '20**

**Call Center Representative** | BILAL GROUP OF COMPANIES, ISLAMABAD

- Answered incoming calls promptly and professionally, addressing customer inquiries with empathy and understanding.
- Managed difficult situations calmly and effectively while maintaining a positive attitude towards customers.
- Met performance goals and call center metrics in fast-paced performance setting.
- Demonstrated excellent communication skills by actively listening to customers, responding to their needs, and providing helpful solutions.

## Education

JUL '20

**Bachelor of Science (B.S.) in Business Administration**

UNIVERSITY OF AGRICULTURE, PESHAWAR

## Skills

CUSTOMER SERVICE

COMMUNICATIONS

ADAPTALITY

TEAMWORK

CUSTOMER AND CLIENT RELATIONSHIP

## Languages

English

Fluent

Arabic

Advanced

Hindi

Fluent

Urdu

Native

## Visa status

Cancelled employment visa