



SHAH FAHAD

ADMINISTRATION ASSISTANT

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Address: Sharjah , Uae

Summary

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.

Experiences professional

[Insurance coordinator, \[Afridi Medical Center\], \[Sharjah\],](#)
September [2024] - ongoing

- Processed insurance claims efficiently, working closely with clients to gather necessary documentation and expedite approvals.
- Properly filed insurance claims by obtaining and entering data related to patient, insurance provider and medical code for procedures and services provided.
- Organised and led meetings with clients to discuss and assess their insurance requirements, building strong professional relationships
- Informed patients of claims status after filing insurance claims.

[Receptionist, \[Al Khibrah medical fitness center\], \[Sharjah\]](#)
August [2022] - September [2024]

- Welcomed guests and clients in friendly, positive manner.
- Filed and maintained invoices, customer records and other paperwork to facilitate ease of retrieval.
- Directed clerical tasks, including copying, faxing and file management.
- Helped source vendors for office supplies or service needs.
- Received and dispersed incoming mail and correspondence, shipping outgoing items daily.

[Customer service representative, \[Imperial hotel\], \[Islamabad\], \[Pakistan\]](#)

June [2020] - January [2022]

- Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Maximised customer satisfaction by resolving service issues promptly.
- Processed and issued product orders and service upgrades for customers.
- Addressed customer service enquires quickly and accurately.

[Call centre representative, \[Bilal Group of Companies\], \[Islamabad\], \[Pakistan\]](#)

January [2019] - June [2020]

- Answered calls with positivity and enthusiasm, delivering warm, friendly customer care
- Followed up with customers to ensure their issues were resolved and they were satisfied with the service.
- Handled incoming calls and directed to relevant departments using multichannel switchboards.

Education Bachelor of Science (B.S.) in Business Administration
University of Agriculture- July [2020]

Languages English (Fluent)
Hindi (Fluent)
Arabic (Advanced)
Urudu mother language

skills

- Communications
- Adaptability
- Team Work
- Customer service
- Customer and Client Relationship