

# Khalifa Elahi Bakhsh

E-mail : khalifa.bakhsh@gmail.com

Website: [www.linkedin.com/in/khalifa-elahi-bux](http://www.linkedin.com/in/khalifa-elahi-bux)

Phone : 00971-55-7179973

Address: U.A.Q, U.A.E

## Work experience

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**du** Sep 2011 — Present

Customer Service Representative

Handling & Answering customer's enquiries "Inbound" (ARABIC/ENGLISH/URDU) in DU inquiries directory "DQ" 199

Handling & supervising the call floor maintaining above target service level.

Training new staff.

Ensure that a customer's problem is brought to a satisfactory conclusion.

Developing a customer service policy.

Collecting and analyzing data to monitor the level of customer service.

Completing all administrative tasks and updating records.

Ensuring all calls has been answered within a 35 seconds time frame.

**Al Ramla Bakery** April 2015 — Feb 2017

Public Relations Officer (PRO)

Organized periodic renewal of License.

Submission of corrected documents to the Ministry Of Labor for visa applications and renewal.

Submission of correct documents to obtain efficient collection of License to take place when completed.

Take, submit & collect all necessary documentation in order to organize all Employee official paperwork.

Arrange medical tests, passports and visa renewal.

**Ethos Integrated Solutions LLC** Dec 2013 — Jan 2015

Mystery Shopper

Visiting outlets, companies and store as mystery shopper.

Calling for a product and evaluating quality and information of service.

Reporting on service and experience which I got by visiting outlet, companies and store.

## Education

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**Diploma of Tally 9.0 and Peachtree** Jun 2011 — Sep 2011

Vision Institute - Ajman

Accounting

**HSE** Apr 2007 — May 2011

The English School

Higher Secondary Education

## References

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References available upon request.

