



SHEHRYAR KHATTAK

ABOUT ME

Secure a responsible career opportunity to fully utilize my training & skills, while making a significant contribution to the success of the company.

WORK EXPERIENCE

CUSTOMER SERVICE EXECUTIVE Cube Healthcare Systems Pvt Ltd

Dec 2020 - April 2022

- Managing a team of representatives offering customer support.
- Planning the training and standardization of service delivery.
- Conducting quality assurance surveys with customers & providing feedback to the staff.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Send requests to the insurance companies for new services to add in the agreed tariff.
- Contacted insurance companies regarding unprocessed claims.
- Strong phone contact handling skills and active listening

CASHIER Aroma Cafe Restaurant

March 2019 - April 2020

- Register & process supplier related concern.
- Cashier balancing
- Defining & implementing front desk objectives and procedures.
- Bank Reconciliation statement & maintaining proper record supplier
- Provides a positive customer experience with fair & courteous service.
- Registers sales on a cash register by scanning items, itemizing & totaling customers purchases.
- Resolves customer issues & answers questions.
- Planning, directing, and overseeing the operations and fiscal health of a business unit

TECHNICAL & SKILLS

Google Drive

Microsoft Office

Web Content Management

QuickBooks

Peachtree

Typing (80 WPM)

Phone

+971558227199

Email

sheheryark981@gmail.com

Date of Birth

08 August 1997

Address

Al Andalus Tower, Muijarah, Sharjah

Languages

English (Intermediate)-Urdu (Native)-Hindi (Spoken)

Passport / Nationality

ZX5143948 / Pakistani

Visa Status - Visit Visa

Start : 01 July 2022 - End : 01 October 2022

EDUCATION

Graduation

BBA

Year 2021

Abbottabad University of Science & Technology, Pakistan.

DIT

Year 2017

Trade Testing board Peshawar, Pakistan.

D.COM

Year 2016

B.I.S.E Abbottabad Pakistan

SSC

Year 2014

Board of Karachi, Pakistan

Ready to Join at any location in any Emirate