



## **EDUCATION**

### **DOUGLAS COLLEGE**

*Coquitlam, B.C.*

*Bachelor of Science in Business Management with an Economics Specialization*

*September 2014 – June 2017*

- 4 Year Scholarship Award Recipient, Dean's List, Cumulative G.P.A. of 3.1.

## **EXPERIENCE**

### **TELUS**

*Vancouver, B.C.*

*Customer Success Representative*

*September 2019 – August 2023*

- Provided outstanding customer support to clients, resolving inquiries, issues, and complaints promptly and effectively.
- Collaborated with cross-functional teams to improve customer satisfaction and streamline processes.
- Successfully onboarded and ensured the adoption of software and services for new customers. Assisted the Territory Manager in expanding the customer base through lead generation, qualification, closing sales, and promoting value-added products.

### **RUN FROG RUN INVESTMENT GROUP**

*Chicago, IL*

*Analyst I*

*August 2017 – August 2019*

- Prepared decks to portray fiscal benefits of product suite offered within portfolio offerings.
- Advised prospective, current and legacy clients directly regarding their goals regularly.
- Provide market insight to existing book of clients, discussing various investment opportunities.
- Worked with Sales Managers to develop client facing presentations that portray our company's success.
- Grow customer retention through consistent, respectful and informative follow up via phone and email.

### **SERVICE CANADA**

*Vancouver, B.C.*

*Customer Service Representative*

*April 2014 – July 2017*

- Delivered federal benefit programs and helped clients understand program-specific legislation, policies and processes required to receive benefits.
- Managed a high volume of employment insurance claims and investigations for regular, sickness, maternity and parental benefits.
- Interviewed claimants and employers and analyzed evidence gathered through fact-finding to determine eligibility for employment insurance benefits and make entitlement decisions.
- Organized workload progress and prepared written reports through articulated documentation and clear communication with team manager.

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## **ACTIVITIES**

### **MEN'S VARSITY SPORTS**

*Douglas College*

*September 2014 – January 2017*

- 2 year Men's Varsity Soccer Team member.
- Team Captain & Academic All-Province honoree.

**Ahmad Kh**  
**E:Khasawneh.ahmad@gmail.com C:0556210072**  
**Dubai, UAE**  
**Citizenship:Canadian**

*Winchester High School*

*September 2010 – June 2014*

- 4 year Men's Varsity Soccer Team member.

**SKILLS AND INTERESTS**

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- Language: Fluent in English and Arabic
- Computer: MS Suite, Salesforce & SAP Cap-IQ.