

# **Tariq Abdul Rehman Khan**

Contact No: +971 55 9274716 E-mail: tariq\_khan311@yahoo.com



## **About me**

With 13+ years of working experience in Customer Service and Education Industry. I love discovering new methods and ideas of completing task, achieve goals, and upgrading my skills. Career achievements have afforded to gain the following experience.

## **Work History**

### **(1) Pomegranate Language Institute, (Nov 2016-till date)**

Hired by Pomegranate Language Institute as External Relations Manager and Senior Course Coordinator. Pomegranate Institute is one of the most promising Institute offering all living languages, intercultural and professional skills.

**Won “Employee of the Month” award 2 months in a row.**

### **CLIENT RELATIONS MANAGER – B2B AND B2C**

#### **Job Responsibilities:**

- Facilitating new International Agencies contract with Institute.
- In constant contact with Corporate Clients and attend to their course queries.
- Managing front desk team (Course Coordinators and reception) who attend to clients coming through Calls, Walk-in, E-mails, Live Chats, Online inquiry, and WhatsApp.
- Coordinating all corporate courses and ensure the quality of course, timely course report submission, schedule change assistance and course content modifications.
- Preparing Proposals, Invoices and Customer account statements.
- Assisting L&D and Marketing team designing courses and promotion.
- Attending International Education Events & Fairs and gain potential clients.
- Creating schedule for all Group courses.
- Preparing monthly sales report for Front desk and Corporate team with sector divisions and KPI's.
- Preparing Marketing Report to help the management know which source of Leads to focus on.
- Ensuring the target for the number of students is achieved (Group and Private Courses).
- Collecting student's feedback, monitoring ongoing courses, and resolving any student's complaints.
- Ensuring continuity of the courses by time to time follow-up by team members.

# **Tariq Abdul Rehman Khan**

Contact No: +971 55 9274716 E-mail: tariq\_khan311@yahoo.com

## **(2) Eton Institute FZ LLC, (Aug 2014-Oct 2016)**

Hired by Eton Institute as a Training Coordinator. Eton is UAE's largest Training institute with branches in USA, Austria, India and Hong Kong.

**Won “CEO of the day” and “Enterprise Award” by Eton Institute for innovative ideas - Head Office.**

### **TRAINING COORDINATOR**

#### **Job Responsibilities:**

##### **For International Branches:**

- Handling all the inquiries coming from branches in India and Hong Kong.
- Point of contact for all the international agencies connected with Eton Institute.
- Responsible for new Agencies signup process.

##### **For UAE office:**

- Scheduling, arranging, and coordinating Personalized course for clients in group, virtual and private setting.
- Handling all the admin work for the course.
- Personally, following up with clients to ensure that all the expectations of clients are met.
- Resolving any complaints during courses.
- Analyzing the market trend and arranging special courses on promotions.
- Coordinating all the Online Language courses.
- Monitoring all the ongoing courses and collecting client's feedback as per the standards set by the institute.
- Monthly reporting on the performances of Languages.

## **(3) Insignia Design Consulting FZ LLC, (Mar 2014-July 2014)**

Hired by Insignia Design Consulting as Administrative Assistant. Insignia Design Consulting is an established interior design company located in Media City dealing with high end interior design projects from 2004.

### **ADMINISTRATIVE ASSISTANT**

#### **Job Responsibilities:**

- Handling all general admin matters.
- Handling operational and project related matters.

# **Tariq Abdul Rehman Khan**

Contact No: +971 55 9274716 E-mail: tariq\_khan311@yahoo.com

- Coordination of shipment and deliveries.
- Communication with suppliers and deliveries.
- Quote negotiation in par with approved budget.
- Monitoring staff performance and positions.
- Sending out RFP's and processing approvals
- Producing specifications booklet and supervising drawing submittal.
- Analyzing and optimizing office work processes and work flow.
- Analyzing staff skill and organizing staff workshops.
- Handling staff internal IT issues and resolving the same.
- In charge of all software upgrades.
- Updating and upgrading computer software and maintaining latest standards.

## **(4) Nestle Waters, Dubai, (Aug 2007-Mar 2014)**

Nestle pure life is a part of the world's top food company Nestle S.A. It is the world's no. 1 water brand and is available in 27 countries.

## **CONTACT CENTER SECTION HEAD**

### **Job Responsibilities:**

- Supervise the call center to ensure optimum planning and satisfaction of the customer replenishment needs and all other service queries, in line with agreed service levels while ensuring that the objectives for CS are achieved.
- Monitor the team performance and remove any blockages that they face.
- Give call center agents and customer service agents refreshment training on daily, monthly and quarterly basis. This keeps them updated with our product and well as in market.
- Build and maintain long term relationships with customers, understanding their business needs and priorities.
- Analyze monthly KPI scorecard and identify root causes of service failures to drive the continuous improvement.
- In case of gaps in performance, identify action plans to address these satisfactorily.
- Ensure a close working relationship with the distribution team.
- Assist in the data cleansing process on a month on basis.
- Coordinate between the contact center and distribution to ensure smooth execution of orders and minimize possible negative impact on service to customers.
- Establish and lead regular operational and feedback meetings with CS staff, distribution and CC. As this position is the key contact between customers it is imperative that all issues regarding customer service be understood and communicated clearly to avoid potential issues due to lack of customer account knowledge.

# **Tariq Abdul Rehman Khan**

Contact No: +971 55 9274716 E-mail: tariq\_khan311@yahoo.com

## **(5) Andromeda Marketing Pvt Ltd (FOR Hutch Telecom), India, (Mar 2006 – Apr 2007)**

### **CALL CENTER AGENT**

#### **Job Responsibilities**

- Attend and execute all customer queries promptly and in a very customer friendly and polite manner.
- Giving customers information about new promotions, recharge vouchers, etc.
- Explaining new customers' different tariff plans and benefits and how to change their tariff plans.
- Making logs when a customer is shifting from prepaid to postpaid and make sure postpaid department Sends their representative to visit customer, explain their tariff plans and follow up the request.
- Ensure that the target of attending 120 calls a days is achieved with giving customer full information about the product.

## **(6) GLO LITE SIGN, Mumbai, INDIA. (July 2005 – Jan 2006)**

Glo lite sign is a private company which prepares sign boards, key chains, name plates, etc.

### **DATA MANAGING OFFICER**

#### **Job Responsibilities**

- Assist customers while placing job orders.
- Ensure the work is completed according to the requirements specified by customer.
- Follow-up on customer orders with laser machine operator.
- Updating all the customer details on the database.
- Being in contact with customers via E-mail.

### **Education:**

- TESOL (Teaching English to Speakers of other languages) certified from ETON Institute, Dubai UAE.
- Online Tutor and Designing online course in 24 Hours Certification from Hamdan Bin Mohammed Smart University, Dubai , UAE
- TFL (Teaching foreign language- Hindi) Certified from ETON Institute, Dubai UAE.
- Junior college completed in Commerce stream.

# **Tariq Abdul Rehman Khan**

Contact No: +971 55 9274716 E-mail: tariq\_khan311@yahoo.com

## **Trainings:**

- Certified “Internal Auditor” by Bureau Veritas, in ISO 22000.
- Trained on IMS- integrated Management System (ISO 9000 / ISO 14000 / OHSAS ISO 18000)
- Alcatels Lucent's Dynamic Tour to keep updated with the new products in market for call center operations.

## **Languages:**

- **English:** Advance Level
- **Hindi:** Native Language
- **Urdu:** Intermediate Level
- **American Sign Language:** Beginner Level
- **Tagalog:** Beginner Level

## **Computer Skills:**

- Hands on experience on customer support applications like CRM, ERP, Alcatel CCS Software, RM2000 and Activewhere.
- Hands on experience in using QuickBooks (accounting tool).
- Advance level in MS office tools (Excel, Word, Power Point, Publisher, Access, Note, etc.)
- Working experience on Windows and IOS based computers.

**Marital Status:** Married.

**Driving License:** UAE Driving License (Automatic Gear, Light Vehicle).

**Reference:** Available upon request.