

SHENAZ KHAN

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☎ 0583003828

📍 Al Nahda 2, Dubai, United Arab Emirates.



Dear Hiring Manager,

I am pleased to submit my application for the customer service position at your esteemed organization. With four years of extensive experience in the customer service sector and a Bachelor of Business Administration (BBA) obtained from Swami Vivekanand Subharti University in India, I am confident in my capacity to make a significant contribution to your team.

Currently residing in the United Arab Emirates and available for immediate employment, I am eager to apply my customer service skills and my commitment to creating a positive workplace environment in your organization. Enclosed, please find my resume, which provides a comprehensive overview of my professional background, including my accomplishments and their alignment with the requirements of your organization.

I would appreciate the opportunity to discuss how my experience and vision can be of value to your team. Thank you for reviewing my application. I look forward to the possibility of connecting soon to explore potential collaboration.

Sincerely,

Shenaz Khan

Dubai, UAE

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CONTACT



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OBJECTIVE

Dynamic and results-driven Call Center Customer Service Representative with over 4 years of proven expertise in high-volume call center environments. I possess exceptional communication skills and a strong aptitude for problem-solving, consistently delivering outstanding customer service that drives customer satisfaction. Proficient in both English and Hindi, I have a solid track record of not only meeting but exceeding performance targets while effectively resolving customer issues. Highly adaptable to shifting priorities and procedures, I thrive in collaborative team settings and am known for my commitment to enhancing customer experiences. I approach challenging situations with professionalism and empathy, and I am eager to leverage my skills and passion to make a significant impact in a forward-thinking company.

EXPERIENCE

November 2024 - April
2025

Resource Logistics

Human Resource Recruiter

Conduct full-cycle recruitment for IT and non-IT roles across various industries.

Source and screen candidates using job portals (Dice, Monster, CareerBuilder, LinkedIn).

Coordinate interviews, manage candidate communication, and support onboarding.

Build strong pipelines and maintain relationships with consultants and hiring managers.

Ensure timely and effective hiring to meet client requirements.

May 2023 - September
2024

Infojini Inc.

Customer Service Representative

Deliver excellent customer service and respond to client inquiries within established standards.

Balance inquiries by providing account summaries, minimum payment due, and available credit for credit card accounts.

Validate payment requests in collaboration with the fraud department.

Conduct research on fraudulent payments.

Maintain positive customer relations with cardholders.

Handle disputes in cases of complaints.

Explain the benefits of cardholder accounts.

June 2021 - January
2023

IDC Technology

Collections Executive

Managed outbound and inbound collections calls for Credit 1 Bank, ensuring timely recovery of past-due credit card accounts.

Negotiated payment arrangements and resolved customer disputes while maintaining compliance with FDCPA and company policies.

Achieved monthly recovery targets and maintained a high standard of customer service and professionalism.

Updated customer records accurately and reported account status to supervisors regularly.

EDUCATION

2023

Subh Bharati University

Bachelors of Business Administration

67.5%

SKILLS

Communications

Relationship Building

Microsoft Office

Customer Service

Call Handling

Problem Solving

Debt collection

Credit adjustment

Up selling strategies

LANGUAGES

English

Hindi

VISA STATUS

Visit Visa

HOBBIES

Feeding Animals

Travel

Learning Foreign Language