



JAMAL KHAN



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Professional Summary

Motivated and adaptable professional with over 5 years of experience in operations, administration, and customer service roles within dynamic environments. Demonstrates a strong work ethic, excellent communication skills, and a commitment to continuous learning. Currently seeking career advancement opportunities where skills in organization, relationship management, and problem-solving can contribute to organizational success.

Education

Bachelor of Business Administration (BBA)

University of Sharjah – Sharjah, UAE

Graduated: 2018

Certifications

- Professional Development: Time Management & Productivity (Coursera)
 - Customer Relationship Management (Udemy)
 - Basic Excel and Financial Literacy (LinkedIn Learning)
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Employment History

Administrative Executive

ABC Logistics, Dubai, UAE

January 2022 – Present

- Managed daily office operations and coordinated with internal departments to streamline processes.
- Maintained accurate documentation and client records in compliance with company standards.
- Assisted in vendor and invoice management and generated monthly reports for management.

Customer Service Representative

Al Noor Telecom, Sharjah, UAE

June 2019 – December 2021

- Handled inbound and outbound calls, resolved customer complaints, and ensured satisfaction.
- Trained new hires on CRM tools and support protocols.
- Achieved 95%+ customer satisfaction scores for six consecutive months.

Operations Assistant (Intern)

Gulf Retail Enterprises, Sharjah, UAE

January 2018 – May 2019

- Supported the operations team in logistics coordination and inventory control.
- Prepared weekly inventory and logistics reports.
- Gained hands-on experience with enterprise resource planning (ERP) software.

Skills

- ✓ Office Administration & Coordination
- ✓ Customer Relationship Management (CRM)
- ✓ Time Management & Prioritization
- ✓ MS Office Suite (Excel, Word, PowerPoint)
- ✓ Fluent in English, Urdu & Arabic (Basic)
- ✓ Problem Solving & Team Collaboration

Additional Information

- **Languages:** English (Fluent), Urdu (Native), Arabic (Basic)
- **Visa Status:** UAE Resident
- **Availability:** Immediately available for interviews and employment