**IBAD KHAN**

**6539 young street, Halifax NS B3L2A5**

**+1(902)-412-5688, ibadk5304@gmail.com**

**SKILLS**

**Personal profile: Presentable, articulate and energetic customer services professional who loves getting things right first time. Offers experience of providing a high level of customer services both face to face and over telephone. Adaptable and able to provide a friendly and efficient service within vast past and changing environments. Key strengths include tact, diplomacy and the ability to deal with difficult situation**.

**IT SKILLS: MS OFFICE (Word, PowerPoint, Excel, Outlook, Internet Explorer), Windows, Mac, Linux.**

**Installing Hardware and Software / Processing technical problems / Graphic design.**

**Top skills: HTML, CSS, Java Script**

**Skills: SQL, Mongo DB, HTML, CSS, Javascript, Linux, Windows, JAVA,**

**Education:**

**JOB EXPERIENCE**

**Security guard, Halifax Infirmary, Halifax Sept 2018-at present**

**Paladin security**

**Private tutor: 2 years teaching experience with school students grade 3-8.**

**MR TRADING LTD, SYLHET, BANGLADESH FEBRUARY 2018- July 2018**

* **Customer services, taking orders and handling complaints**
* **High volume inbound calls to process delivery throughout the city**
* **Resolving complaints and delivery orders**
* **Handling office staff and delivery drivers**
* **Cash handling, stock ordering and general duties**

**TIK TALK SOLUTIONS, SYLHET, BANGLADESH (Call Center) SEPT 2016- DEC 2018**

* **Outgoing calls and convincing customer.**
* **Promoting products by utilizing proper strategies.**
* **Fluent English speaking and writing was mandatory.**

**EDUCATION Year Marks**

**INTERNATIONAL ADVANCE LEVEL June 2016 Above 80%**

**IGCSE June 2014 Above 60%**

**School: The Sylhet Khajanchibari International school school and college.**