



AHMED BIN JEELANI

OBJECTIVE

To work in an organization that provides opportunity to acquaintance and experience wish to optimally utilize my potential and add to the organization

SKILLS

- ☐ Strong communication and interpersonal skills
- ☐ Typing speed of [20] words per minute
- ☐ Proficient in Microsoft Office Suite
- ☐ Familiarity with Zendesk chat support software and tools
- ☐ Ability to multitask and work under pressure
- ☐ Excellent problem-solving and analytical skills

EXPERIENCE

- WORKED AS A RECORD CLERK (MRD DEPARTMENT) IN ESRA HOSPITAL (Nov 2023 to June 2024)
- CUSTOMER SUPPORT EXECUTIVE • VALUELABS • JUNE 2022 TO JULY, 2023
- Provided chat support to customers in a timely and efficient manner
- Addressed customer inquiries and concerns regarding products and services
- Resolved customer complaints and issues in a professional and courteous manner
- Documented and maintained customer information and interactions
- Worked collaboratively with team members to achieve customer satisfaction goals
- Achieved a [95] % customer satisfaction rating based on customer feedback

EDUCATION

B.COM • 2018 • ANWAR ULLOOM DEGREE COLLEGE

PERSONAL PROFILE

Date of Birth : 26-05-1996
Father's Name: Jeelani bin abdullah
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LINKEDIN URL

