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| RESUME |
|  | **Bakhtyar Ahmad**Customer Service Officer**CELL: +92 3449090821** **Email:** bakhtyarahmad93@gmail.com  |



# EXECUTIVE SUMMARY

I am very highly skilled in the field of hospitality and customer service with a track record of success in the Service and hospitality industry with over 5 years of experience.

I have accomplished the responsibilities to the best of my abilities as a hardworking and friendly personality, and aim to acquire a challenging position in the entertainment and hospitality sectors.



# PROFESSIONAL EXPERIENCE

**Telephone Operator - Customer Service** March 2019 - October 2023

## Northwest General Hospital & Research Center. Peshawar, Pakistan.

* Completed administrative duties as assigned by the Call Center Supervisor/Coordinator including database entry of on-call schedules, making changes or updates to both hospital and physician office protocols.
* Make outbound customer service calls and provide world-class service in every interaction for optimal call center performance and customer satisfaction.
* Retained significant amounts of information in order to provide the best customer service with the most accurate and helpful information.
* Demonstrated strong attention to detail in accurately documenting customer concerns and resolution of such concerns.

**Front Desk Attendant** January 2018 - Feb 2019

## Luxury Residencia Guest House Peshawar, Pakistan.

* Developed a strong working relationship with co-workers and managers throughout the property to ensure communication and teamwork are at optimum levels.
* Managed reservations and check-ins.
* Performed daily operations of the front desk including checking guests in and out, answering phones and emails.
* Performed other tasks as assigned by the Front Office Manager or Assistant Front Office Manager.

**Customer Service & Order Taker.** November 2015 - March 2017

## Pizza King Fast Food

* Worked as a Customer Service and order taker where my duties were to assist the customers and to provide them with the best options for the food.
* Always delivered my best to customers in a professional way.
* I provided exceptional customer service by taking orders accurately and efficiently. I ensured that customers' needs were met by answering any questions they had and suggesting menu items.
* I also handled cash transactions and maintained a clean and organized work area in creating a positive dining experience for customers.



# EDUCATION

**University of Peshawar, Pakistan** Sep 2015 – Aug 2019 Bachelor in Business Administration (Specialization in HR)



**SKILL HIGHLIGHTS**

Excellent time management skills Strong interpersonal skills Excellent communication skills Excellent organizational skills Multitasking skills

Computer skills (MS Office) Customer Relations Leadership & competence