**Curriculum Vitae**

**SAMMI AHMAD KHAN**

Mob: +971 56 7341356, 055 8688769

**Position:-** Customer Services/ Office Admin

**Education Qualificaiton:-**

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| --- | --- | --- | --- |
| **COURSE** | **MAJORS** | **UNIVERSITY/BOARD** | **YEAR** |
| B.A (Arts) | Journalism, Islamic Studies | Punjab University, Lahore, Pakistan | 2002 |
| F.A (Arts) | Maths, Economics & Islamic Studies | Lahore Board, Pakistan | 1999 |
| Matriculation | Maths, Bio, Chemistry & Physics | Lahore Board, Pakistan | 1997 |

**Computer Knowledge:-** MS Word, Excel, Power Point, In Page, Adobe Photoshop, Corel Draw, Internet & Software Installations.

**Experience:-**

**PTCL (Pakistan Tele Communication Limited Pakistan)**

**(Contact Center on third party contract)**

**Position:** CSR (Customer Services Representative)

**Duration:** Jun 2008 – July 2010

**Responsibilities:-**

* Selling PTCL’s products to customers/dealers.
* Customer support assistance in inbound & outbound departments.
* Assisting back office team for problem resolution & timely deployment of services.
* Worked in Quality Dept as Quality Control Officer; duties are quality assurance & maintaining performance reports of CSR’s.
* Worked as A/TL in marketing dept for 6 months, supervising sales team of Broad Band & Smart TV services.

**GHQ (General Headquarters Pakistan)**

**Position:** Admin Clerk

**Duration:** Dec 2004 – Jun 2008

**Responsibilities:-**

* Dealing with Admin matters; man power, recruitment, posting/transfer, official correspondence with Corps/HQs.
* Dealing with Accounts matters; maintain ledgers/accounts records, providing assistance in the preparation of purchase proposals.
* In addition I have performed PA and Reception duties on official requirements.

**Ufone Pakistan**

**(Call Center on third party contract)**

**Position:** PRO (Public Relation Officer)

**Duration:** Jul 2004 – Nov 2004

**Responsibilities:** -

* Providing assistance to customers in operations department.
* Provide assistance to sales team for deliveries & collection of money.

**Shazlinks Communications, Pakistan**

**Position:** Sales Executive

**Duration:** Jan 2003 – Jun 2004

**Responsibilities:** -

* To achieve sales target by telesales & door to door sales of Broad Band internet services.
* Worked as Team Lead for 6 months; my duties are to supervise marketing department, planning for target achievements, duty roster, attendance etc.

**Personal Attributes:-**

Excellent communication skill, work handling, creating and maintaining friendly work environment, Hard working, self-motivated, Ability of working with minimal supervision and as Team Leader.

**Personal Info:-**

Name : Sammi Ahmad Khan s/o Tikka Khan

Date of Birth : 24 Aug 1981/ Married

Nationality : Pakistani

Language : English/ Urdu/ Hindi/ Arabic (Reading)/ Punjabi & Potohari

**Declaration:** I am confident of my ability to work in a team; I wish to grow the related field by using all my skills.

Sammi Ahmad Khan

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