



Visa

Valid Till

Aug 08, 2025

Contact

Phone

+971 505527429

Email

Sanaurrehman87@gmail.com

Address

Karama, Dubai

Education

2019

B.COM

I.G.N.O.U

2014

INTERMEDIATE FROM CBSE BOARD

GOVT. BOYS SENIOR SECONDARY
SCHOOL

2011

MATRICULATION FROM CBSE BOARD

GOVT. BOYS SENIOR SECONDARY
SCHOOL

Skills

- Microsoft Office
- Time Management
- Customer-oriented
- Leadership

Language

- English
- Hindi
- Urdu

SANAUR REHMAN

Customer Support Executive

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Experience

May 2023 - Till now

EMIRATES INDIA INTERNATIONAL EXCHANGE(DUBAI)

Customer Support Executive

- Executed customer transactions regarding cash, money orders and money exchange.
- Maintained friendly and professional customer interactions.
- Proficient in exchanging 30 different currencies.
- Trained new employees regarding money exchange procedures and cash drawer handling.

Dec 2021 - April 2023

BT GLOBAL SERVICES INDIA PVT LTD

Customer Support Executive

- Assisted customers by providing account information and solutions with their billing & Service issues.
- Offer additional lines and upgrades to generate the revenue of the business.
- Maintained KPIs improving customer satisfaction, such as high ratings, positive feedback, or repeat business.

Oct 2020 - Dec 2021

TELEPERFORMANCE

Customer Support Executive

- Worked as a billing associate in Comcast (USA) to answering billing inquiries, resolving payment issues, or handling account disputes.
- Emphasize ability to listen to customer needs, identify opportunities to upsell, and recommend products or services that meet those needs

April 2019 - May 2020

IGT SOLUTION INDIA PVT LTD

Process Associate

- Assisted United Airlines customer on calls, E-mail & Chat for baggage issues.
- Settlement of domestic and international claims for baggage issues and processed travel certificates.
- Mentoring and collaborating with other employees to ensure the smooth operation.
- Awarded as a best performer on floor for maintaining highest customer satisfaction score.