

Uriza Khan

Hyderabad, Telangana | 6300133695 | khanuriza@gmail.com

PROFESSIONAL SUMMARY

Friendly, patient, and responsible professional seeking a remote Call Centre / Customer Support role. Strong communication and people-management skills, with experience coordinating with children, parents, teachers, staff, and event teams. Able to handle conversations calmly, follow processes, manage schedules, resolve routine concerns, and maintain a positive customer-focused approach while working independently.

CORE SKILLS

- Customer service & customer interaction
- Active listening & professional telephone etiquette
- Handling queries and providing accurate information
- Follow-up and coordination
- Teamwork and independent working
- Basic computer & digital communication skills
- Clear verbal and written communication
- Patience, empathy & problem solving
- Conflict handling & complaint resolution
- Time management & scheduling
- Organised, punctual & responsible
- Ability to work effectively in a remote environment

WORK EXPERIENCE

Event Manager — Freelance / Event Management

- Planned and managed events efficiently, responsibly, and according to schedules.
- Coordinated with children, parents, teachers, staff, and event teams.
- Communicated instructions clearly and maintained a friendly, professional approach.
- Handled questions, day-to-day coordination, and activity-related concerns calmly.
- Ensured discipline, punctuality, smooth execution of activities, and timely follow-ups.
- Managed schedules, supervision, teamwork, and multiple responsibilities at the same time.

EDUCATIONAL QUALIFICATION

Higher Secondary (12th – CEC)

Osmania University

Year of Completion: 2021

REMOTE WORK STRENGTHS

- Comfortable communicating professionally through phone and digital channels.
- Self-disciplined and able to manage tasks without continuous supervision.
- Quick learner with a willingness to learn CRM, calling, ticketing, and company-specific tools.
- Able to maintain professionalism, patience, and confidentiality while assisting customers.

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge.

Place: Hyderabad, Telangana

Name: Uriza Khan