



ABDUL BARI BALOCH

Customer Experience Specialist

About Me

Motivated professional with experience in customer support, sales, and marketing. Known for my strong work ethic, problem-solving skills, and ability to build meaningful customer relationships. Passionate about continuous learning and growth, with a goal to eventually start my own business.



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Safoora - KHI

Language

- Arabic
- English
- Urdu
- Sindhi

Expertise

- Management Skills
- Communication
- Conflict Resolution
- Problem Solving
- Multitasking
- Leadership

Experience

Marketing Intern

Aljazeera Travels

07/2017 – 12/2017

Collaborated with the marketing team to create strategies for attracting new customers, contributing to market research, promotional campaigns, and customer outreach to drive business growth.

Sales Executive

Etisalat

03/2018 – 02/2019

Sold SIM bundles, achieved monthly targets, assisted customers with plan selection, and maintained strong relationships.

Customer Service Representative

Bistro BPO

03/2021 – 03/2022

Managed high volumes of customer queries via phone, email, and chat, ensuring quick resolutions, meeting KPIs, and maintaining high customer satisfaction through strong service knowledge and communication.

Senior Customer Support

Snoonu – Qatari Food Delivery Company

10/2023 – 1/2025

Handled calls via Ziwo, 5 chats with 8-min resolution, VIP/fussy customers, used Slack, in rotating shifts.

Customer Service Specialist (Arabic + English)

Abhi Pvt Ltd – UAE, KSA & Oman

3/2025 – Present

Handle inbound calls, resolve queries via email, monitor transactions, prepare reports, update operations tracking, and assist with website translation to ensure a smooth user experience for UAE, KSA, and Oman.

Education

Saudi School Madinah

School

03/2010 – 04/2017

Higher Secondary Certificate (HSC) – Part II

Board of Intermediate and Secondary Education, Larkana
01/2021 – 09/2024