



# KHIZR AHMED KHAN

## Profile

Highly skilled customer support and operations professional with over 10 years of experience in managing and enhancing customer service operations across diverse industries, marking United Kingdom and Pakistan. Demonstrated expertise in leading customer-facing teams, optimizing support processes, and driving exceptional client satisfaction. Proven ability to handle complex support scenarios, implement effective solutions, and contribute to overall business success.

## Experience

May 2023 - Present

### RepairDesk PVT LTD

Sr. Customer Support Executive, Pakistan

- Lead the daily operations of a global customer support team for a SaaS-based POS & ERP software provider.
- Address live chat inquiries, manage escalation responses, and ensure adherence to service level agreements (SLAs).
- Enhance customer satisfaction through effective issue resolution and process improvements.

March 2020 - May 2023

### Trustap LTD

Manager Customer Support, Pakistan

- Oversaw customer support and success functions, ensuring high service standards across 50+ countries.
- Collaborated with cross-functional teams to enhance support processes and customer experience.
- Managed risk and fraud detection, contributing to secure transactions and customer trust.

Feb 2019 - Dec 2019

### Tribe Consulting

Client Experience Executive, Pakistan

- Provided comprehensive customer support via phone, email, and chat, ensuring high-quality service delivery.
- Conducted quality assurance evaluations and audits to improve efficiency and customer satisfaction.

## Contact

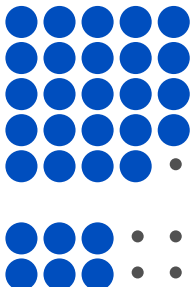
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## Platforms

Zoho CRM  
Zendesk CRM  
Hubspot  
Stripe Connect  
Jira Service  
Management  
Azure  
Bitrix 24



## Certifications

 **Brand Management**  
London Center of Marketing

 **Tourism & Events Management**  
London Center of Marketing

 **Real Estate Management**  
SDC (Federal Board of Pakistan)

# Skills

- SaaS Customer Support
- Onshore & Offshore Support Operations
- Subscription Management
- Problem Resolution & Escalation Handling
- Quality Assurance & Compliance
- Client Onboarding & Retention
- Customer Success Management
- Operations Management
- Business Development & Coordination
- Team Leadership & Supervision

## Languages

- Urdu
- English
- Hindi



**Digital Globe Services Inc (The Resource Group)**  
Sales Consultant, Pakistan

- Analyzed and managed sales metrics and revenue streams to optimize operational efficiency and client satisfaction.

**Protégé Global**  
Business Development Executive, Pakistan

- Developed and implemented business strategies that resulted in a \$1.3M USD revenue increase.
- Enhanced training and quality assurance processes to improve team performance and client interactions.

**CJB Staffing Solutions**  
Deputy Manager, United Kingdom

- Managed a large team of 500+ workers and supervisors, implementing cost-saving measures and operational improvements.
- Supervised and optimized local resource management, achieving significant cost reductions

# Education

2012 - 2016

**Bachelor's in Computer Science**  
Virtual University of Pakistan, City  
Description of the education/course.