

# KHALED CHAHATTOU

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## PROFESSIONAL OVERVIEW

A dynamic and results driven MBA graduate with over 12 years of experience working across a broad range of business functions including banking, finance, logistics, management, and customer service. Proven ability to combine strong business acumen, develop rapport with senior stakeholders and oversee administrative procedures to support business development.

## Areas of Expertise

Financial Administration Office (Word, Customer Service Excel, Business Development Access)	Building Relationships Stakeholder Management Budgeting Management	Office Administration Interviewing and Screening Fluent Arabic	Microsoft PowerPoint, Outlook,
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## WORK EXPERIENCE

### Account Manager

2023 – Present

Stay Cool Refrigeration| London, UK

Acted as the primary point of contact for a portfolio of commercial accounts across London (Retail, Hospitality, and Cold Storage).

Managed the end-to-end delivery of Planned Preventative Maintenance (PPM) and emergency reactive repairs, ensuring 100% compliance with Service Level Agreements (SLAs).

Prepared and negotiated quotes for remedial works and system upgrades, consistently meeting or exceeding monthly revenue targets.

Ensured all client assets met mandatory F-Gas regulations and Health & Safety standards, maintaining accurate digital service logs.

Coordinated with the engineering team to optimize scheduling and response times within the ULEZ and Congestion Charge zones.

Identified and converted opportunities for energy-efficient equipment upgrades, helping clients reduce carbon footprints and operational costs.

### Customer Service

2020 – 2023

Royal Mail| London, UK

- Help customers with their mail-related issues, whether in person, by phone, or online.
- Investigate delivery complains and find solutions.
- Work closely with delivery and back-office teams and fix problems.

Oct

### General Assistant

2018 – 2020

Aug

Sainsbury's | London, UK

- Arranged merchandise on shelves according to popularity and department strategy.
- Approached customers and offered advice on products.
- Dealt with complaints in a patient and helpful manner.
- Monitored shelves inventory and unloaded new products when needed.
- Maintained a clean and orderly environment in the store.

**Barista**

**Mar**

**2018 – June 2018**

Starbucks | London, UK

- Processed customer orders and took attention to detail to customer requirements.
- Prepared beverages following recipes and kept the coffee making area clean.
- Received and processed payments including cash and credit card transactions.
- Made product suggestion from the menu to customers based on their requirements and interests.

**Financial Operations Processor**

**Feb**

**Abu Dhabi Islamic Bank**

**2014 – Jan 2017**

Abu Dhabi, UAE

- Worked as part of the personal loan team within the retail finance department
- Supported financial advisors with processing loan cases, which included assessing customer requirements and understanding their financial status
- Validated customer information and updated customer records within internal company databases with accuracy
- Collaborated with the customer service team to verify customer accounts
- Used excel spreadsheets regularly to store details of processed and returned loan cases
- Worked with the team to meet key loan processing targets for the department
- Always ensured compliance with company policies, procedures and quality standards

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**Customer Service Representative**

**Apr**

**ADNEC**

**2012 – May 2012**

Abu Dhabi, UAE

- Supported science events in Abu Dhabi's National Exhibition Centre.

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**EDUCATION**

**Masters Degree in Business Management** | London South Bank University | London, UK.  
Jul 2024

**Bachelor's Degree in Business Administration (2.1)** | Al Hosn Universtiy | Abu Dhabi, UAE  
Jan 2009 – Jul 2013