

SHAIK ABRAR

CUSTOMER SALES AND SERVICE

WORK EXPERIENCE

CUSTOMER SALES, SERVICE AND MARKETING

Drive Dubai Driving school (Dubai) June 2024-Till date

- Answer phone calls, emails, and online messages from potential students about courses, pricing, Schedules, and other services.
- Offer clear and accurate information about driving school programs and course details.
- Help students with enrollment process, providing with payment options and course registration.
- Schedule driving lessons and theory classes, ensuring that both instructors and students have their schedules coordinated efficiently.
- Handle requests for changes in lessons, cancellations, or rescheduling.
- Keep track of students progress, including completed lessons, upcoming tests.
- Address any concerns and complaints from students, parents, in a professional and timely manner.
- Keep accurate records of students information, progress, attendance and payments in the school's management system.
- Help with marketing efforts, including promoting available courses, special offers, or discounts to attract new customers.
- Engage with current students to encourage word of mouth referrals and maintain high level of satisfaction.
- Regularly seek feedback from students about their learning experience, instructors, and overall service to help improve offerings.

CUSTOMER SUPPORT SALES AND SERVICE

Noble Advance Operator (Dubai) April 2023-May 2024

- Greet, address and thank customers in professional way.
- Respond promptly to repair requests and manage emergency repairs when required.
- Act as the first point of contact for tenants, and visitors regarding facility services.
- Provide clear information about the facility's operations, including hours of service, maintenance, schedules, policies, and procedures.
- Receive and prioritize service requests related to maintenance, repairs, cleaning, or other facility needs.



ABOUT

My objective is to adapt a career that allows me to effectively utilize my existing knowledge and skills as well as provides me continuous learning opportunities to acquire new skills

PERSONAL DETAILS

DOB: 27 SEP 2000

Martial status- Single

Religion- Muslim

Nationality- Indian

EDUCATION

- University of shanghai- India Bachelors of commerce In 2023
- Telangana state board - India Higher Secondary certificate in 2020
- Telangana state board- India Secondary school in 2016

LANGUAGE

English ————— Fluent

Hindi ————— Fluent

Telugu ————— Fluent

CONTACTS

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📍 Dubai investment park-1

EXPERTISE

Microsoft office 365
Internet browsing
Interpersonal Skills
Empathy and patience
Organizational Skills
Problem-Solving
Strong communication

STRENGTHS

Competitive
Hard working
Dedicating
Positive thinking
Multitasking

HOBBIES

Driving cars
Cricket
Travelling

- Follow up on requests and complaints to ensure they have been addressed satisfactorily and gather feedback for improvement.
- Create and track work orders for repairs or maintenance tasks and ensure that they are completed within agreed timelines.
- Monitor and ensure high standards of cleanliness, maintenance, and facility amenities.
- Conduct surveys or feedback sessions to assess the quality of customer service.

INSTACART CARE AGENT

24-7 Intouch (Hyderabad)

Nov 2020-2022

- Answer incoming calls and chats of customers, addressing their queries, providing information, and offering assistance.
- Resolve customer complaints or issues effectively.
- Explain product, features, services, or updates clearly to customers.
- Provide technical support and trouble shoot problems over the phone or chat when required.
- Input data or update customer records into the system accurately.
- Keep track of calls and other customer interactions, documenting relevant details.
- Collaborate with team members to share insights, offer help, and resolve complex customer issues.
- Meet defined KPI's for call handling.
- Conduct customer satisfaction surveys to gather feedback and improve service quality.

CUSTOMER CARE SALES AND SERVICE

Axis bank credit cards (Hyderabad)

Sep 2019-2020

- Assist card holders with inquiries regarding their card status, available credit, and transaction history.
- Address questions regarding specific transactions, including clarifying charges, disputing unauthorized transactions.
- Assist in setting up alerts for transactions and balances.
- Provide information about billing cycles, minimum payments, and due dates.
- Assist with late payment inquiries and consequences.
- Educate customer about the rewards programs associated with their credit card.
- Assist in reporting lost or stolen cards and guide customers through the steps for securing their account.

DECLARATION:

I hereby declare that all the above information is correct and accurate.

SHAIK ABRAR