



MASOORA PENWALA

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Dubai, United Arab Emirates

PROFESSIONAL SUMMARY

Experienced Customer Relations Associate with over 3 years in customer service and criminal research. Proficient in managing customer interactions with professionalism and efficiency, while ensuring high standards in research accuracy and confidentiality. Successfully balanced customer support and investigative roles, consistently achieving performance goals and improving departmental processes. Recognized for strong communication skills, attention to detail, and adaptability in fast-paced environments.

SKILLS

- Customer Service Excellence
- Research and Data Management
- Technical Proficiency
- Communication
- Adaptability and Teamwork
- Observational research

WORK EXPERIENCE

Criminal Research Specialist | Sterling, Mumbai *Apr 2021 - Dec 2022*

- Trained colleagues in specialized software programs, increasing departmental productivity through optimized workflows.
- Conducted comprehensive criminal research as part of the order creation process, ensuring data accuracy and compliance with regulatory standards.
- Verified applicant data in collaboration with external agencies, facilitating the completion of secure background checks.
- Maintained strict confidentiality and security protocols, handling sensitive information with a high degree of professionalism.

Customer-service-associate | Teleperformance, Mumbai *Jan 2018 - Apr 2019*

- Delivered high-quality customer service by addressing inquiries, resolving issues, and managing complaints with empathy and efficiency.
- Achieved and maintained excellent customer satisfaction scores, contributing to the team’s overall performance metrics.
- Collaborated with team members to achieve monthly targets and optimize workflow efficiency.

EDUCATION

Bachelor in Commerce - Accounting And Finance *Apr 2015*
Mumbai University

LANGUAGE

English	Hindi
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