

SHEIKH MOHAMED ZAHIR

Customer Service Agent



Dubai UAE



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Customer service professional with a proven track record in delivering exceptional customer experiences. Seeking a challenging role in a dynamic organization where I can utilize my strong communication and problem-solving skills to effectively address customer inquiries, resolve issues, and contribute to overall customer satisfaction. Dedicated to providing top-notch service and aspiring to grow within the customer service field." Remember to tailor your customer service job objective to the specific role and company you are applying to, ensuring that it aligns with their requirements and values. Also having HR Management experience.



Work History

2022-08 - Current

Customer Service Agent

Al Sahraa Group , Abu Dhabi

- Handle a broad range of customer contacts, including inquiries and complaints, via telephone, email, or fax in a professional manner.
- Provide excellent customer service to existing and new third-party accounts to strengthen and grow the outsourcing business.
- Meet individual Key Performance Indicators (KPIs) to ensure agreed service levels are met for specific Contact Centre accounts.
- Handle multiple third-party accounts simultaneously to enhance overall Contact Centre productivity.
- Achieve or exceed weekly and monthly call quality targets through monitoring by a Quality Officer/Team Leader.
- Complete accurate call logs and customer case logs for all calls received related to third-party accounts.
- Maintain up-to-date and accurate knowledge of each account's products and services, including standard operating procedures, new products, and promotional campaigns.
- Identify and escalate priority issues to a Team Leader when necessary to maintain quality service provision for all accounts.
- Participate in annual budget processes and develop cost analysis for HR & Payroll and benefits programs
- Other duties as assigned.

2021-02 - 2022-07

FREELANCER (Customer Service)

Electrolux & Solutions Leisure, Dubai

- Planned, organized and managed recruitment and selection processes, consistently meeting budget targets and recruitment goals.

2017-01 - 2021-01

Customer Service Officer

Shamal (Meraas holding), Dubai

- Respond promptly and professionally to customer inquiries, requests, and complaints through various channels such as phone, email, chat, or social media.
- Provide accurate and helpful information to customers regarding product features, pricing, availability, and any other relevant details.
- Assist customers in placing orders, processing returns or exchanges, and resolving billing or payment issues.

- Maintain a high level of product knowledge to address customer inquiries effectively and provide appropriate solutions.
- Handle customer escalations and complaints, taking ownership of the issue and working towards a satisfactory resolution.
- Follow company policies and procedures in handling customer interactions, ensuring adherence to quality standards and service level agreements.
- Document and maintain accurate records of customer interactions, transactions, inquiries, and feedback.
- Collaborate with internal teams such as sales, logistics, and technical support to address customer needs and resolve issues in a timely manner.
- Continuously strive to improve customer satisfaction by identifying areas for improvement in processes or services.
- Proactively identify and upsell additional products or services to customers when appropriate.
- Stay updated on industry trends, product knowledge, and customer service best practices to enhance performance and customer satisfaction.
- Maintain a positive and professional attitude in all customer interactions, ensuring a friendly and empathetic approach.

2012-01 - 2016-12



Executive Human Resources & Payroll

- **The Office of HH the Crown Prince of Dubai Office (CPD),- UAE**
- **Nad Al Sheba Private Club Dubai**

2008-04 - 2011-12



HR & Payroll - Coordinator

Bu Haleeba Group Dubai

2006-10 - 2007-12



HR – Admin Officer

MK Trading LLC, Ruwi Oman

2006-03 - 2006-09



HR – Coordinator

CCC Kuwait

1998-06 - 2005-06



HR & Admin Assistant

GECO M& E Ltd, Sharjah



Education

2012-05 - 2014-05



MBA: Executive Master of Business Administration HRMS

Indian Institute of Business Management & Studies, IIBMS - Mumbai India

2003-05 - 2004-06



Diploma: Information Systems Management

Aptech- Sharjah - Sharjah UAE

1995-05 - 1998-05



Bachelor of Comers- Accounting

Pune University - Pune India



Skills

Strong MS Office skills with focus on Excel, ERP-ORCALE, SAP, MS DYNAMIC, RAMCO, ZETA & NEBRAS- Knowledge of UAE Labour laws- WPS, Familiarity with Payroll software- Strong organizational & Problem solving – High level of accuracy and Attention to details- Self confident-self starter quick learner & Team Management.

Communication skills: Team working: Solutions focused: Able to work on own initiative: Attentions to detail: Strong” number cruncher”:

Attributes:

- Experience in a fast-paced environment
- Resilient, with a high standard of accuracy and attention to detail
- Confident and excellent communication skills.
- Strong on processes, systems and compliance

Thank you.