FAISAL P S

Customer Service and Administrative Professional

I am a dedicated and hard-working person who loves to connect with other people and has more than 5 year of experience in the customer service and administrative support.

Contact

📞 +971564756549

✉ ps.faisal4@gmail.com

📍 Dubai, UAE

Personal Details

- Date of Birth   11.09.1991
- Gender   Male
- Marital Status   Married
- Nationality   Indian
- Visa Status   Employment Visa

Education

- Marketing | MBA
  Bangalore University, India
  2013 - 2015
- B.com
  Calicut University, India
  2010 - 2013

Work Experience

Tree Tops Investment Limited, (Family Office), Dubai
Personal Assistant
March 2019 - Present

- Assisted in the preparation of presentations, reports, and internal communications.
- Manage executive calendars, schedule appointments, and coordinate meetings.
- Organize complex travel arrangements, including international flights, hotel bookings, visas, and ground transportation.
- Handle confidential communications, draft correspondence, and prepare documents, reports, and presentations for internal and external stakeholders.
- Developed and maintained effective filing and retrieval systems for both electronic and paper records.
- Monitor and prioritize incoming emails and phone calls, ensuring timely responses and resolution of urgent matters.
- Perform personal tasks and errands, such as managing household staff, overseeing personal projects, and coordinating personal appointments.

Amazon.com, Kochi, India
Customer service chat Support
April 2018 - December 2018

- Provided real-time chat support to customers, resolving a wide range of inquiries related to orders, shipping, returns, and product information with an average first contact resolution rate of 95%.
- Utilized multiple communication channels and CRM tools to handle customer query.

Skill

- MS Office
- Data Entry
- Data Analysis
- Proficient in Computer and softwares

Language

- English
- Hindi
- Malayalam

Certificate

- MS Office - Microsoft Excel Global Certificate Holder
- Diploma Course In MS Office Tools.

- Processed refunds, replacements, and adjustments while following internal guidelines and maintaining accurate customer records.
- Escalated complex cases to specialized departments, ensuring prompt resolution and maintaining customer satisfaction.
- Assisted customers in troubleshooting and resolving technical issues related to Amazon's website, app, and digital products.
- Consistently exceeded performance targets, including average response time, chat handling time, and quality assurance scores.
- Identified customer needs quickly and accurately, providing personalized solutions while adhering to Amazon's policies and procedures.

Infosys BPO, Bangalore, India
Mortgage Loan Underwriter
April 2016 - December 2016

- Authorizing and underwriting loans.
- Reviewing and verifying loan applications and supporting documentation.
- Analyzing loan risk and requesting additional information as necessary.
- Making loan eligibility decisions and approving or rejecting applications.
- Reviewing and specifying loan conditions as necessary
- Ensuring compliance with regulatory standards.
- Documenting and effectively communicating reasons for the approval/rejection of loans.
- Returning applications with additional documentation to the loan officer for review.