



CONTACT

- Dubai, UAE 500001
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SUMMARY

Highly organised and detailed -oriented professional with extensive experience in providing exceptional customer service as a school Receptionist.

SKILLS

- Customer Service
- Performance reviews
- Team work
- Time managements
- Office management
- Problem solving
- Empathy

LANGUAGES

- English :** C1
Advanced
- Hindi :** C1
Advanced
- Malayalam :** C1
Advanced
- Kannada :** C2
Proficient

Khathijath Mehasana



EXPERIENCE

Sales Engineer Freelancer - Dubai, UAE
05/2024 - I currently work here

- Modified services to meet customers' technical needs and close sales deals.
- Administered client accounts by managing billing, support and contract renewals, retaining customers' business.
- Coordinated customer appointments, maintaining customer visitation schedules to maintain satisfaction.

Home Tutor Teaching - Mangalore, India
06/2020 - 03/2023

- Assisted students of all skill levels in core subjects, including maths and English.
- Wrote detailed reports for parents and teachers, providing updates on progress, struggles and milestones achieved.
- Encouraged students to achieve exceptional results, celebrating successes and using positive reinforcement.
- Prepared innovative teaching materials, designing and tailoring to varying needs and abilities.
- Helped students complete homework by explaining questions, processes and problem-solving.
- Supported students to reach curriculum goals with tailored coaching style.
- Analysed student progress and prepared feedback to improve test results.

Customer Service Representative Customer care services - Mangalore, India
2017 - 05/2019

- Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
- Assisted customers with product-related questions, feedback and complaints.
- Built rapport with customers through courteous and professional communications.
- Addressed customer service enquires quickly and accurately.
- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.



EDUCATION

Certificate of Higher Education: Computer science
Falah education society - Mangalore india, 06/2013 - 01/2016



HOBBY AND INTERESTS

- Art
- Music
- Story book reading