

MAHIR M A

Customer Service Professional

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• UAE

Summary

I am an experienced customer service professional with two years of experience in the UAE. My roles have honed my skills in customer relations, conflict resolution, and effective communication. I thrive in fast-paced environments, always striving to deliver outstanding service. I take pride in my work and consistently seek to improve the customer experience through dedication and teamwork.

Experience

Riyoservice

Dubai, UAE

Customer Service Representative

01/2021 Present

A leading customer service provider in the UAE, delivering exceptional assistance to diverse clients.

- Handled customer inquiries and resolved complaints efficiently.
- Maintained a customer satisfaction rate of over 90%.
- Collaborated with team members to improve service quality.
- Processed all customer transactions accurately.
- Provided training to new team members on best practices.
- Received 'Employee of the Month' for outstanding service.
- Responded to customer inquiries via phone, email, and chat in a timely and professional manner
- Resolved customer complaints and issues efficiently, ensuring high levels of satisfaction
- Processed orders, returns, and refunds accurately
- Maintained detailed and accurate customer records using CRM software

Education

kannur university -kerala

kannur-kerala

Degree in Business Administration

01/2015 01/2018

Strengths

0 Stress Management

Ability to handle stressful situations with calmness and professionalism.

□ Relationship Building

Skilled in building rapport with customers to foster long-term relationships.

& Adaptability

Quick learner who adapts to new systems and procedures efficiently.

Key Achievements

G Customer Satisfaction Achievement

Consistently maintained high customer satisfaction scores, reflecting my commitment to exceptional service.

* Training Program Contribution

Played a key role in the training program for new hires, enhancing team performance and service delivery.



Languages

English	fluent	●●●●●	Arabic	basic	●●●●●	tamil	fluent
Malayalam	Native	●●●●●	hindi	fluent	●●●●●		

Skills

Hard Skills: Customer Relationship Management CRM systemsData Entry and ManagementMicrosoft Office Suite
Soft Skills: Excellent Communication SkillsProblem SolvingEmpathy and Patience

Training / Courses

Communication Skills Course — Advanced Communication Skills for Customer Service
Time Management Course — Time Management Techniques for Effective Customer Service

Interests

- b Community Volunteering**
Volunteering atlocal NGOs toassist
in community service and outreach.
- G Reading and Strategy Development**
Enjoys reading anddeveloping new
strategies for improving customer
service experience.

