



- Own Visa
- UAE Resident

Namal Mushtaq

Customer Support Executive

Results-oriented Customer Support Executive with proven track record in resolving inquiries, implementing efficient service strategies, and leading high-performing teams. Adept at developing and implementing customer service strategies to enhance operational efficiency and exceed performance targets. Skilled in leading and motivating teams to achieve high levels of productivity and quality service delivery. Aiming to leverage my expertise to drive positive customer experiences for a dynamic organization.

Contact

Phone:

052-419-4081

Email:

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Address:

Sharjah, UAE

Education

2011 - 2017

ACCA - Association of Chartered Certified Accountants

SKANS SCHOOL OF ACCOUNTANCY

2008 - 2010

B.COM - Bachelor of Commerce

Leadership College of Commerce

2006- 2008

I.COM - Intermediate of Commerce

Leadership College of Commerce

Skills

- Customer Service Excellence
- Communication Skills
- Problem Resolution
- Team Leadership
- Analytical Thinking
- Technical Proficiency

Language

- English
- Urdu

Experience

2022 - 2023

Savington International Insurance Brokers LLC

Motor Insurance Underwriter

- Examining insurance proposals and collecting background information and assessment of risk.
- Issuing policies from Tokyo
- Marine, Wathba, Methaq, Qatar, Adamjee, Aman,
- Oman, Watania, Al Sagr, New India, and other reputable companies.
- Made sure that the requirements were in line with the insurance company.
- Conducted outbound calls to insurance companies to demonstrate desire to win business.
- Resolved technical problems by referring to company policies and procedures.

2021 - 2022

IBEX Global

Customer Support Executive (Walmart)

- Maintained exceptional customer service standards, ensuring high satisfaction levels.
- Resolved customer inquiries efficiently, showcasing strong problem-solving skills.
- Led a customer support team, fostering a collaborative work environment.
- Implemented effective customer service strategies, enhancing operational efficiency.
- Analyzed customer feedback to drive improvements in service delivery.
- Successfully managed and prioritized customer needs in a fast-paced environment.
- Ensured accurate documentation of customer interactions in the CRM system.

2019 - 2020

Souqalmal - Dubai, United Arab Emirates

Telesales Representative

- Achieved consistent sales targets through effective communication and persuasive skills.
- Adapted sales strategies based on customer responses, contributing to team success.
- Actively listened to customer needs, tailoring pitches for high customer satisfaction.
- Maintained a resilient and positive attitude in a challenging telesales environment.
- Demonstrated in-depth product knowledge, enhancing customer understanding.
- Efficiently managed time, consistently meeting or exceeding sales quotas.
- Collaborated with the team to improve overall performance and achieve goals.

Reference

Hifza Razzaq

Phone: 056 814 2356