



HAIFA KAPDE

ACCOMPLISHMENTS

Application for the post of
Customer Service Associate
Cashier
Office Assistant

EXPERIENCE

CUSTOMER SERVICE ASSOCIATE

IDBI Intech Mumbai March 2020 - April 2023

- Building Good Relationship At All Levels
- Maintaining the Payment Data on Calling Base
- Assisting the New Associate for the OJT Batch
- Analyzing problems and Generating Solution
- Providing information to the services of banking
- Provided excellent Customer support and guidance while dealing with complex complaints, offering an empathetic approach to maintain loyal customer relationships.
- Monitored customer surveys and feedback to develop corrective actions for service-related issues.
- Assisted customers with important purchasing choice, identifying needs and employing product expertise to make appropriate suggestions.

CASHIER

Reliance Smart Mumbai | march 2018 - Feb. 2020

- Managing transactions with customers using cash registers
- Scanning goods and ensuring pricing is accurate
- Collecting payment whether in Cash Or Online method
- Issue receipts refunds change Or tickets
- Packed purchased items properly to prevent damage to delicate products.

EDUCATION

2019

HSE | Commerce
Mumbai Board, mumbai india
Percentage: 59%

2016

SSC
Iqra English School, Maharashtra, mumbai
Percentage: 71%

CONTACT DETAILS



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Al quoz, Dubai UAE

ADDITIONAL INFORMATION:

- Nationality : Indian
- Date of Birth : 22/12/1999
- Marital Status : Unmarried
- Passport No. : V9960824
- Date of Exp. :16/05/2032

VISA STATUS

- VISA :VISIT VISA
- Date of Issue :
17/05/2023
- Valid Until:
15/07/2023