

Sabiq Salam

Dedicated and proactive Customer Support and Administrative Professional with 7+ years of experience delivering exceptional customer service and managing diverse office functions. Proven expertise in enhancing customer satisfaction, building trust and relationship with internal departments and clients. Known for a collaborative approach, strong organizational skills, and the ability to adapt to dynamic environments. Seeking to leverage my skills to contribute to a forward-thinking organization.



Contact

Address

Al Nahda 1, Dubai

Phone

050-750-6993

E-mail

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LinkedIn

<https://www.linkedin.com/in/sabique>



Skills

Quick Learner	●●●●○
Courteous behavior	●●●●●
Hiring & Administration	●●●●○
Coaching & mentoring	●●●●○
Call Handling	●●●●●



Languages

English	●●●●● Excellent
Malayalam	●●●●● Excellent



Interests

Music	Dance
Travel	Adventure Sports



YouTube Links

<https://www.youtube.com/watch?v=-YYautBURmc>

<https://www.youtube.com/watch?v=sfAOWZKxk1A>



Work History

2023-11 -
2024-07

Administrative Assistant

Zek Sana General Trading LLC

- Oversee daily office operations, managing office supplies, equipment, and facilities to ensure a presentable and organized work environment.
- Handled incoming and outgoing correspondence via emails phone calls and chats.
- Preparing, proofreading, filing documents, reports and other paperwork to maintain up to date and accurate records.

2022-06 -
2023-10

Customer Service Team Leader

MSBM-UK World Trade Centre, SZR Dubai

- Responded promptly to the customer enquiries via phone calls, emails and chats.
- Documented customer interactions. Feedbacks and resolutions in the CRM system ensuring data accuracy.
- Provided information about products, services and policies

2018-10 -
2022-04

HR & Admin Manager

English House, Hi-Lite Business Park, Calicut

- Ensured Smooth running of all the operations.
- Talent acquisition, payroll and onboarding.
- Training and Development of the newly hired candidates

2018-03 -
2018-09

Subject Matter Expert (Expedia-US)

Aegis - ITPL, Bangalore, Karnataka

- Assisted customers with bookings, cancellations and modifications to their itinerary via calls
- Followed up the customers to ensure satisfaction and timely resolution.
- Provided floor support and handled escalations.

2017-05 -
2018-02

Customer Service Executive (Etisalat)

Concentrix, Manyata, Bangalore, Karnataka

- Responded to the customer queries promptly via calls.
- Enhanced customer satisfaction through effective problem solving and timely resolution of issues.
- Diagnosed and troubleshooted the technical issues to achieve first contact resolutions and reduce repeat enquiries

2016-07 -
2017-04

Accountant

Image Rx Lens Pvt Ltd, Kochi, Kerala

- Performing day to day accounting activities and invoicing.
- Compiling and presenting financial and budget reports.



Education

2013-07 -
2016-06

Bachelor of Business Administration

Bangalore University - Bangalore