



# SHABIR HOSSAIN

*Administrative Executive & Customer Care Assistant*

 0588956828

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 Karama, Dubai

## PROFILE SUMMARY

A highly successful Senior Customer Care Executive with about 7 years of consistently delivering top performance within the BPO Industry, followed by working in Sharjah port as Administrative & Payroll Executive for 8 years.

## LANGUAGES

English  
Hindi

## COMPUTER SKILLS

Text processor  
Spreadsheet  
Slide presentation  
Email Composition

## EDUCATION

ASSEMBLY OF GOD'S CHURCH  
SCHOOL,  
*Passed Senior Secondary in 2005*

ST.GEORGE'S SCHOOL, KOLKATA  
*Passed Secondary in 2003*

## EXPERIENCE

### SHARJAH SEAPORTS & CUSTOMS AUTHORITY

*Administrative Executive (Port & Customs)*  
*June 2015 - April 2023*

- Answered incoming calls, took messages and re-directed calls
- Dealt with email enquiries
- Recorded and maintained minutes of meetings
- Kept a record of data (fleet management, route designation, etc)
- Performed other general office management tasks such as ordering & stocking supplies
- Worked as a payroll executive in the accounts department.
- Calculated net salaries considering deductions and withholdings.

### BNKE SOLUTIONS PVT. LTD

*Senior Customer Care Executive*  
*March 2006 - December 2014*

- Made international calls to customers based in the U.S.A/U.K. and providing them with anti-hacking software from theft attempt.
- Met client parameters like customer satisfaction, accuracy, call handling time and quality.
- Displayed telephone etiquette at all calls made.
- Met personal/team qualitative and quantitative targets.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.