


<b>Name: Shahnaz Hossain</b> Date of Birth: 2 <sup>nd</sup> August 1990 Email: <b>shahnazhossain0208@gmail.com</b> Mobile: +971-522163184 Residential Address: Lago vista, Tower A 1611, Production City, Dubai	
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**Personal Summary:** Highly motivated Customer service Professional with **3.5+ years** of experience in Customer service and Guest relationships. Expert at turning customers into repeat customers, winning over customers in face-to-face interaction, Stable work history, and successful track record of personal sales performance in a large corporate environment.

### **Work experience**

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#### **Malabar Gold & Diamonds, India – Largest Jewellery Chain stores in the world (Nov 5<sup>th</sup>, 20115 – Jan 2019)**

- **Customer and Guest Relationship Executive**
  - Responsible for solving customer problems using my excellent customer service skills.
  - Providing a quick response when customers ask a question or bring up a problem, showing them that their opinions are valued.
  - Developed and delivered customer sales and marketing plans for existing accounts, while seeking new business development opportunities.
  - Going above and beyond customer expectations to provide a positive experience and encourage customer loyalty.
  - Develop and strengthen relationships with existing and potential dealers and retailers.
  - Responsible for the in-store merchandising of the products at the stores.

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#### **Frankfinn Institute of Airhostess Training, India (Feb 2020 – June 2020),**

- **Front office executive**
  - Ability to multitask effectively in a fast-paced environment
  - Supports managers with business documents and professional demeanor at all times
  - Responsible for handling internal and external calls and transferring them to the desired extension numbers.
  - Handling EPBAX and maintaining records.
  - Maintains a friendly, approachable style to build relationships and work harmoniously with others at all times.
  - Greeting all walk-ins, and visitors and maintaining their records.
  - Receiving vendor's bills, and maintaining their records.
  - Ensuring excellent hospitality to all center walk-ins.

### **Computer skills**

- MS OFFICE

**Academics**

Year	Examination	School/ College	Board/University	Grade
2013	BA arts	St Xavier's College Kolkata	Autonomous	I
2010	Intermediate (10+2)	St Thomas School Kolkata	ISC	I
2008	10th	Loreto Convent Entally	ICSE	I

**Achievements**

Received various certificates for participating in extra curriculum activities from school and colleges.

**Additional Information**

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**Nationality** Indian

**Marital status** Married

**Languages Known** English, Urdu, Bengali, Hindi

**Visa Status** Residence Visa, (Husband sponsorship)

**Passport No** **V1985175**