



# Shwon Micheal

## My Contact:

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📍 Dubai

## Skills

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- Observation and grasping power Data mining and analysis Data mining and analysis
- Customer relationships
- Reporting and Documentation.
- Training and Development.

## Visa Status

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### Visit Visa

## Education Background

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- **Intermediate**  
Aisha Bawany Govt. College (Evening Shift)  
Completed in 2016
- **Matriculation**  
St. Peter & Paul School  
Completed in 2012

## About Me

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Accomplished professional with six years in customer service, one year in front desk reception, and one year in fashion sales. Exceptional communication, strong client relationships, and top-notch organizational skills. Ideal for customer-focused roles.

## Professional Experience

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### **Bykea Technoloigies | CS TEAM LEAD** **06 Years Experience. 2017 To 2023**

Key responsibilities:

- Led a team of 25 customer service agents, resulting in a 30% drop in complaints and a 50% boost in customer retention.
- Resolving escalated customer issues.
- Manage customer service operations, including staffing, scheduling and budgeting.
- Motivating customer service team to meet daily goals.
- Utilized CRM software to document customer interactions.
- Managed daily customer service operations, ensuring high-quality service and full standards compliance.

### **Altamash Hospital & Associates | Receptionist** **01 Years Experience. 2016 To 2017**

Key responsibilities:

- Welcomed visitors and clients with professionalism and warmth.
- Responded to inquiries and provided organization information on services/products.
- Handled staff scheduling, calendars, and meeting room bookings.

### **Ethnic Clothing Brand | Product Demonstrator** **01 Years Experience. 2015 To 2016**

Key responsibilities:

- Contributed to a positive store environment as a team player.
- Exceptional customer service and sales skills.
- Dedicated to building and maintaining strong customer relationships.

## Achievements

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2022 –March Employee Of the Month.