
ZAINULABIDIN

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CUSTOMER SERVICE EXECUTIVE

PERSONAL DETAILS

D.O.B: 22/12/1998 NATIONALALITY: INDIAN LANGUAGE: ENGLISH, HINDI, URDU VISA STATUS: EMPLOYMENT VISA

Summary

Customer-focused and results-driven professional with over 4 years of experience in delivering exceptional customer service across various industries, including retail and services. Skilled in addressing customer inquiries, resolving issues, and enhancing customer satisfaction. Proficient in managing data, processing transactions, and building long-term client relationships. With a strong understanding of customer service principles, I bring expertise in maintaining high service standards, improving productivity, and achieving performance targets. Ready to leverage experience in managing multiple service channels, including telephone, email, and fax, in a fast-paced visa services environment.

Work experience

- | | |
|-------------------|---|
| 2023-05 - PRESENT | <p>SALES EXECUTIVE & CUSTOMER SERVICE REP
<i>Gift Home Trading LLC</i></p> <ul style="list-style-type: none">• Delivered personalized customer service, resolving inquiries and providing product recommendations via phone, email, and in-person.• Monitored customer interactions and provided feedback to improve satisfaction.• Managed transactions and ensured accurate data entry into sales and inventory systems.• Developed strong relationships with clients, contributing to repeat business and customer loyalty. |
| 2021-04 - 2022-08 | <p>Store Manager
<i>Health Link Pharma and General Stores, Bhatkal, Karnataka</i></p> <ul style="list-style-type: none">• Managed store operations and assisted with inventory management, ensuring optimal stock levels and quality control for all products.• Developed and implemented sales strategies that contributed to an increase in product sales and customer satisfaction.• Supported financial processes including cash handling, account reconciliation, and ensuring accurate reporting of daily sales figures.• Tracked competitor sales and promotions, identifying opportunities to improve the store's product offerings and enhance customer experience.• Trained staff on customer service best practices, ensuring a consistent and high-quality experience for all customers. |
| 2018-02 - 2020-09 | <p>Store Assistant and Data Entry Operator
<i>Health Plus Medical & General Store, Bhatkal, Karnataka</i></p> <ul style="list-style-type: none">• Assisted in monitoring and managing stock movements, ensuring timely delivery and accurate product ordering to meet customer needs.• Supported the management team in developing promotional strategies and maintaining effective communication with suppliers. |

- Ensured high standards of customer service by addressing inquiries, providing detailed product information, and resolving complaints.
- Conducted regular audits and data entry to ensure accuracy in inventory levels and sales records, contributing to better stock management.
- Participated in training initiatives for new staff, improving team performance and customer service quality.

Education

2017-01	<p>Diploma in Health Safety & ENGINEERING</p> <p><i>Mangalore Institute of Fire & Safety Engineering</i></p> <p>Diploma in Health, Safety & Environment</p> <p>I have first class results in the course with experience in project work of hospital fire hydration system.</p>
2016-01	<p>12th</p> <p><i>Government PU College</i></p> <p>Government PU College, Bhatkal, Karnataka</p> <p>2015 - 2016</p>
2014-01	<p>10th</p> <p><i>Anjuman Anglo High School</i></p> <p>Anjuman Anglo High School, Bhatkal, Karnataka</p> <p>2014</p>

skills

- **Customer Service:** Expertise in managing customer queries and providing tailored solutions across multiple channels (phone, email, in-person).
- **Visa Services:** Knowledge of handling client inquiries and processing documents in line with service standards.
- **Communication:** Fluent in English, Hindi, and Urdu, with strong written and verbal communication skills.
- **Microsoft Office:** Proficient in MS Office (Excel, Word, Outlook) for record management and communication.
- **Multitasking:** Skilled in handling multiple requests simultaneously while maintaining quality service.
- **Problem Solving:** Ability to resolve issues promptly and escalate to leadership when necessary.
- **Team Collaboration:** Proven ability to work collaboratively in cross-functional teams to achieve shared goals.
- **Attention to Detail:** Ensure high accuracy in completing tasks, from processing customer data to managing transactions.

DECLARATION

I hereby declare that the information provided above is accurate and true to the best of my knowledge. I take full responsibility for any discrepancies that may arise in the future.