

HUSSEIN BHIMJI

SUMMARY

Energetic individual with strong focus on safety and efficiency in fast-paced environments. Proven ability to learn quickly and adapt to new challenges with ease. Excellent team player with effective communication skills and proactive approach to problem-solving. Eager to bring positive attitude and dedication to every task. Reliable Forklift Driver with experience in a warehouse setting. Skilled in loading and unloading with precision, organizing inventory and maneuvering forklift.

EXPERIENCE

Customer Service Representative 03/2023 - 11/2024
MASH EAST AFRICAN LIMITED - MOMBASA, KENYA

- Assisted customers with inquiries, bookings, and resolving complaints to ensure satisfaction.
- Coordinated with dispatchers and logistics teams to streamline operations and address delays.
- Managed customer interactions across multiple channels, ensuring accurate and timely support.
- Handled escalations, processed payments, and maintained detailed service records.
- Ensured compliance with safety protocols and company policies while delivering excellent service.

Customer Services and Sales Agent, 01/2020 - 12/2022 **FAYAZ BAKERS - MOMBASA, KENYA**

- Exhibited courtesy, respect, and patience in customer interactions.
- Prioritized complaints by evaluating their importance, ensuring prompt escalation to supervisor.
- Evaluated requirements of customers and suggested suitable product options.
- Efficiently responded to large volumes of inbound calls to improve satisfaction levels.
- Enhanced efficiency in resolving customer problems through effective communication between departments.
- Utilized networking opportunities at trade shows to enhance business outreach.
- Maximized revenue by accurately handling sales transactions and advertising promotions.



CONTACT

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SKILLS

- Reliable punctuality
- Container unloading
- OSHA compliant
- Hazardous materials handling
- Warehouse health and safety enforcement
- Forklift certification
- Flexible
- Forklift health and safety
- Team player

- Designed customer loyalty programme, increasing retention rate by 15% in six months.

EDUCATION

Certificate of Higher Education, GENERAL STUDIES, 2019

ISTIQAMA SECONDARY SCHOOL - MOMBASA,KENYA

- [\[Degree\]](#) Graduate

LANGUAGES

English:

C1



Advanced

Swahili:

C2



Proficient