



Burjuman , Dubai, United Arab Emirates | +971521362961 | fathimajashmida@gmail.com

PROFESSIONAL SUMMARY

Organised and skilled customer support executive with skills in responding to customer queries and clearing their doubts on various issues related to the services offered. Seeking a position in a renowned organization where by I can leverage my skills in customer correspondence, problem-solving, and reporting and documentation while contributing to my growth.

EXPERIENCE

03/2023 to 11/2023 Front Desk Receptionist

choice gold and diamonds - Mangalore, India

- Welcomed guests and clients in friendly, positive manner.
- Maintained clean and orderly reception area to impress and welcome visitors.
- Handled incoming telephone calls, taking accurate messages and relaying to personnel to support timely communication.
- Filed and maintained invoices, customer records and other paperwork to facilitate ease of retrieval.
- Delivered polite, professional customer service to enhance business reputation through positive first impressions.

01/2022 to 02/2023 Customer Service Representative

Cogent e services - Mangalore, India

- Monitored customer surveys and feedback to develop corrective actions for service-related issues.
- Assisted customers with product-related questions, feedback and complaints.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- Maintained excellent team relationships by helping colleagues during complicated or difficult customer calls.
- Managed up to 150 -200 customer inquiries per day in fast-paced centre.
- Followed scripts and processes to uphold brand standards.
- Handled high-volume telephone calls to address and resolve customer queries.

SKILLS

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| • Customer Service | • Complaint Resolution |
| • Transport Coordination | • Knowledge of MK Software |
| • Outbound call handling and inbound call handling | • MS word |

EDUCATION

2021

Pre -University Education : CEBA

Kanachur pre university college for womens - Derlakatte,Mangalore

2019

Secondary school

Hazrath Seyid Madani Eng Med School - Ullal ,mangalore

LANGUAGES

English, Hindi, kannada, Malayalam .

PERSONAL INFORMATION

- DOB : 31/3/2003
- Martial status : Single
- Gender : Female
- Nationality : Indian
- Date of issue : 7/9/2022
- Date of expiry : 6/9/2032
- Visa status : vist visa
- Visa expiry : 25/3/2024