

CURRICULUM VITAE



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CAREER OBJECTIVE:

Customer service executive with three years of experience serving customers in different roles in Automotive Industry. Proven ability in engaging customers, resolving complaints and strengthening customer-client relationships. Seeking a rewarding position in any industry.

EDUCATIONAL QUALIFICATIONS:

- B COM- Bachelor of Commerce (Mumbai University), Mumbai– India.

COMPUTER SKILLS:

APPLICATIONS : **MS OFFICE (Word, Excel, Outlook)**
STRENGTHS : **Excellent Communication and Interpersonal skills.**

CAREER PROFILE

- **Telesales cum Customer service representative at Eureka Aqua INTL.-Dubai from OCT 2020**

Job Responsibilities:

- Grow and manage a sales lead pipeline to provide ongoing phone/e-mail assistance, and reminders to potential customers
- Manage time effectively between launch/on-going management of current account base with primary focus on cultivating new business opportunities
- Work with the business to build strong customer relationships and develop trust & rapport
- Prospect, cultivate, and develop new customers
- Providing information and advice on company products and services
- Providing customers with quotations and proactively following them up with an outbound call
- To assign jobs on system and allot to the technicians on daily basis
- To follow with technicians on completion of their work allotted
- Follow up for pending payment
- Prepare excel sheet for sales and service for accounts and monthly targets

➤ **Customer Relation Executive at Millennium Toyota in Andheri-Mumbai from Jun 2011 - Jan 2013**

Job Responsibilities:

1. PSFU (Post service follow up calls):

- Understand the Automotive market (car brands, types and models), (tires brands, patterns and sizes)
- Call customer to know the service **feed back**
- Understand customer's needs and expectation
- Check with customer to rate the service on the scale of 1-10
- Provide and propose the best solution that meets customers' needs
- **Effectively manage and solve customers' complaints**
- To discuss complaints (Technical issues) with service advisor
- Provide **solution** to dissatisfied customer
- To update contacted & non-contacted customers in the system

2.CTDMS (Centralized Toyota dealer management system):

- Feed and update customers' information in the system
- To open and update complaints of dissatisfied customer
- To close the complaints in the system after providing solution within 7 days of complaint closure date.

➤ **Front Lobby In charge at Millennium Toyota in Andheri-Mumbai from Feb 2013 - Jul 2013**

Job Responsibilities:

- Greet & Welcome Customers
- To Slot customers as per appointment timings and handover to service advisor
- Ability to handle difficult customers
- Visiting workshop to check with technician and **resolving complaints** with service advisor & CRM
- To check car job are completed on **customer promise time**
- Experience in Supervisory roles

➤ **Customer Relation Executive at Solitaire Honda in Andheri-Mumbai from Mar 2011 - Jun 2011**

Job Responsibilities:

1. PSFU (Post service follow up calls):

- Communicating with the customer positively
- Taking feedback patiently and check with customer to rate the service
- To understand customer and fulfill their needs
- Effectively manage and solve customers' complaints
- Feed and update customers' information in the system

➤ **Event Executive at TEFLA'S CONFERENCES & EVENTS PVT LTD in Mumbai from Sep 2010 - Feb 2011**

Job Responsibilities:

- Generate and maintain the **database** related projects
- Contact to delegates via emails
- Mass mailing for projects promotions
- Handle spot registration & **coordination of events**

Events handled:

- Globoil India
- Grain Asia
- The Sugar Summit

Personal Profile:

Sex : Female
Marital Status : Married

Nationality : Indian
Languages known : English, Hindi, Gujarati & Marathi