

SHAHUL HAMEED SHAH M

Customer Care

Mobile : +971588039331 +971553314005

Email : shalupallikera@gmail.com



AREAS OF EXPERTISE

Customer service Complaint
resolution Customer retention
Product knowledge Telephone
manner Administrative duties IT
skills

advisor who has invaluable experience of providing a professional and efficient service to customers. Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care. Excellent client facing and configuration skills and a strong team player with an appreciation and understanding of the importance of customer care as a function within a business.

Ready and qualified for the next stage in my career and looking forward to making a significant contribution to the growth of an ambitious company.

WORK EXPERIENCE

I have 2 year experience at Skin Fit Garments, kerala, india

ACCOUNTANT (November 2016 – November 2018)

**I have 6 month job experience at Anas Juma Traiding LL C Naif deira UAE
(ASSISTANT ACCOUNTANT (2019-2020)**

Taking enquiries from and also providing help and advice to customers using the company's products or services. Aiming to build long-term relationship with customer.

PROFESSIONAL

Accounting Indian &
Foreign

PERSONAL SKILLS

Reliable and consistent
Flexible attitude
Communication skills

Duties:

- ❖ Managing all retail and online related customer contacts. ❖ Suggesting solutions to customers in a positive manner.
- ❖ Dealing with all escalated complaints and enquiries efficiently and effectively.
- ❖ Communicate promptly any information to customers about their orders.
- ❖ Recording all queries and making notes on logging software.
- ❖ Resolving assigned incidents within pre-agreed timescales.
- ❖ Familiar with all with Microsoft packages.

KEY SKILLS AND COMPETENCIES

- Having a clear voice and an excellent telephone manner.
- Able to work on own initiative as well as part of a team.
- Excellent spelling and grammar and a flexible hard working attitude. □ Excellent listening and verbal communication skills.

PERSONAL DETAILS

Father Name: Madathil ismail

Passport No : P5868848

Mobile : +971553314005

Email :
Shalupallikera@gmail.com

DOB : 26 March 1998

Nationality : India

Visa Status: Visit Visa

ACADEMIC QUALIFICATIONS

Higher Secondary Education

Master Diploma in financial & management accounts , India (2017)

Arabic typing (2017)

High School Education

Islamic English medium higher secondary school pallikere kasargod , India (2003)

PERSONAL SUMMARY

A well-mannered, articulate and
hardworking customer care

DECLARATION :

✓ Above given information are correct & true as per my knowledge.

