

SHAHIDATH KAULA

Front Desk/ Customer Care

Carrier Objective

Looking for opportunities to incorporate my skills and training to help the company grow. I am looking forward to roles that will help me realize my potential by exploring the various aspects of this field. To get new experience as well as utilize my communication and interpersonal skills to work towards the organizational goals.

Work History

Jan 2021
Jun 2021

Customer Care Executive

DR Courier & Cargo LLC, Dubai

- Ø Manage large amounts of incoming phone calls
- Ø Answer calls professionally to provide information about services, take/ cancel orders, or obtain details of complaints.
- Ø Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Ø Follow up to ensure that appropriate actions were taken on customers' requests.
- Ø Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Generate sales leads.
- Ø Providing quotations to customers as per the request.
- Ø Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Ø Provide accurate, valid and complete information by using the right methods/tools.
- Ø Meet personal/customer service team sales targets and call handling quotas.
- Ø Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Ø Keep records of customer interactions, process customer accounts and file documents
- Ø Follow communication procedures, guidelines and policies.

Education

2018-06
- present

Hira Women's College, Mangalore

B.A (Bachelor of Arts), Specialized in English

2016-06
- 2018-05

Kumbala Academy,, Kasaragod, Kerala India

Commerce, Accounting & Business studies

Skills & Core Qualifications

- Ø Excellent communication skills in written and verbal both
- Ø Proven customer support experience or experience as a Client Service Representative
- Ø Track record of over-achieving quota
- Ø Customer orientation and ability to adapt/respond to different types of characters



Personal Info

Email
kaulashareef@gmail.com

Phone
+971- 582035931

Marital status
Married

Date of birth
1999-03-10

Address
Bank Street, Bur Dubai Dubai, UAE

Visa Status- Residence (Husbands Visa)

Languages

English	★★★★★
Hindi	★★★★★
Malayalam	★★★★★
Kannada	★★★★★

Hobby

Blogging, Traveling, Music Etc.

- Ø Good telephone manner and client interface skills
- Ø An enthusiastic person who performs all office tasks to the highest standard and within given timescales
- Ø Sound knowledge of computer
- Ø Excellent knowledge of providing first contact services at the front desk

Certificates

MS Office

Word, Excel, Outlook & PowerPoint

Computer Application (CA)

C++ Programming, HTML

Social Media

Social Media (Facebook, Twitter, Instagram) - Write, post, and share engaging and creative copy, stories, images, and videos to promote the associated brands.