

**MAHE BI**

**Contact no: +971505045074 Email: [mahemohd95@gmail.com](mailto:mahemohd95@gmail.com)**



**CAREER OBJECTIVE:**

Seeking a position that has lots of opportunities for career growth and which utilizes my skills, education and passion for solving interesting problems and making things easier.

**WORK EXPERIENCE:**

One year of Experience in customer service.

Company : Team Lease [State Bank of India]- Bangalore.

Duration : 30<sup>th</sup> July 2020 – 5<sup>th</sup> September 2021

Designation : Supervisor and Customer service Executive.

**JOB PROFILE:**

- Sales Department.
- Voice process for State Bank of India.
- Upsells for new customers.
- Deliver outstanding customer service to Guest.
- Online process Replying client Email.
- Following up with client and vendors
- Technical snag rectification.
- Guest Relations, Interacting with VIP customers and other protocol comforting them ease their experience with State bank of India.
- Guide and mentor for new executives.
- Ensure up to date on all policies and procedures are applied accordingly.

**ADDITIONAL RESPONSIBILITIES:**

- Training new recruits and downloading process updates to ensure maximum productivity.
- Preparing monthly roster for the team.
- On duty supervision of the overall work.
- Handle queues and customers with special requirements.
- Checks on the attendance of Customer Service Department.
- Coordinating with Accounts Departments to maintain reports of attendance.
- Grooming checks on all staff reporting.

**EDUCATIONAL QUALIFICATION:**

2<sup>nd</sup> PUC in the year- 2020  
SSLC in the year 2018 at Florence Public School.

**PERSONAL PROFILE:**

- Good communication, organizational and administrative skills.
- Independent, self-motivated, able to take responsibilities and work.
- Flexible team player with the demonstrated capacity to learn quickly and apply that knowledge effectively.
- Positive attitude with ability to learn and grow.
- Customer service oriented; Good planner and organizer.
- Leadership and time management skills.
- Good negotiation skills and able to communicate effectively with public and staff at work.
- Capable to work under pressure in any situation and environment.

**COMPUTER SKILLS:**

- Microsoft Word.
- Knowledge of MS Excel.
- Knowledge of Microsoft Office
- Knowledge of Power Point.
- Extensive usage of Internet and E-mails Outlook.

**CORE SKILLS :**

- Motivated, well-disciplined Individual.
- Finds joy in assisting others.
- Knowledgeable in conversational English, Hindi, Kannada.
- Team player.

**HOBBIES :**

Reading, Singing & Surfing.

**LANGUAGES :**

English, Hindi & Kannada.

**PERSONAL DETAILS :**

**Date of Birth :** 25<sup>th</sup> July 2002

**Nationality :** Indian.

**Marital Status :** Single.

**Gender :** Female

(MAHE BI)