



CURRICULUMVITAE

Name: Shebaz Aziz Halai

Nationality: Indian

Religion: Islam

Date of Birth: 23-12-1995

Home Country Address: Mumbai, India

Mobile: +971 527219509

Email: shebazh656@gmail.com

Passport Number: P-2846824

Visa Type: Residence Visa

UAE Address - Baniyas Square, Diera, Dubai

CAREER OBJECTIVE

I would like to serve the company the best of my knowledge which I have achieved during the course of my work as well as educational background. An Enthusiast by nature, I've always sought to give my best at all times, add value in whatever I do and live up to the expectations of my people. I look forward to work in a competitive, dynamic and professional corporate environment and contribute to scale it to great heights for the organization and personal Job satisfaction.

Associate with a growth oriented organization with determination, dedication, discipline and deploy my competencies towards personal and professional growth.

EDUCATIONAL QUALIFICATION

Bachelor of Commerce (B.com)| Mumbai University|

Year of Passing : 2016

Grade : First Class

PROFESSIONAL EXPERIENCE

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|--------------------------|--|
| 1) Company | - Budget Rent A Car LLC |
| Organization Type | - Car and Van Rentals |
| Designation | - Customer Service Officer |
| Duration | - 09 Months (Aug 2019- till Date) |

Roles and responsibilities : Customer Service Officer (Front Desk)

- Greet and welcome the customers warmly at the front desk.
- Developing a friendly conversation and building a rapport with the customers
- Provide accurate information to the customers and informing them about eligibility for the car rental
- Verify and obtain valid documentation and details required for the rental
- Acknowledge the customers' requirements and accordingly offer the best discounted price in case of walk-ins
- Upselling the customers with add ones such as insurance, GPS, baby seats, etc.
- Manage online car rental bookings of the customers
- Processing payment and other pertinent information such as addresses and phone numbers.
- Entering all the required details in the system and opening the contract
- Resolve customer complaints via phone, email etc.

- 2) Company - 51 Rainbow Ice Cream LLC, DUBAI
Organization Type - Ice Cream Parlour
Designation - Manager
Duration - 8 months (Oct 2018 – June- 2019)

Roles and responsibilities : Manager (Front Desk)

- Greet all customers in a friendly and welcoming manner
 - Create a positive guest experience by delivering a high level of service; ensure all team members engage guests to understand the customers' needs and exceed the customers' expectations
 - Receiving orders and providing the required information to the customers over the phone
 - Managing the marketing of the products on different social media platforms like Facebook and Instagram.
 - Maintain a positive work environment for employees and guests
 - Processing customer transactions on the cash register, including refunds, and discounts
- Training and development of new employees; train and coach staff on guest services principles and practice

- 3) Company - Tata Consultancy Services, INDIA
Organization Type - Business Process Service
Designation - Senior Customer Care Executive
Duration - 1 year (Sep 2016 – Sept 2017)

Roles and responsibilities : Senior Customer Service Executive

- Acknowledging and resolving the customer's complaints and escalations effectively and turning their negative experience into a positive one.
- Resolve customer complaints via phone, email.

- Maintaining customer records by updating account information.
- Effective customer service self-assessment to improve methods of dealing with the members.

4) Company - AMM Call Connect Pvt. Ltd. INDIA
 Organization Type - Business Processing Outsourcing
 Designation - Sales Executive.
 Duration - 2 Years (Jan 2014 - Feb 2016)

Roles and responsibilities : Sales and Customer Service Executive

- Contacting potential or existing customers through calls to buy the products and inform them about promotional offers
- Attending and solving queries of the customers about different products of the company
- Up selling and upgrading the customers for upgrades and add-ons.
- Manage large amounts of incoming calls
- Provide accurate, valid and complete information by using the right methods/tools
- Compile reports on overall customer satisfaction

IT SKILLSETS

- Ms- Excel
- Operating System
- Basic Digital Marketing

Professional Skills

- Self-Confident and co-operative in nature
- Excellent verbal and written communication skill
- Good Fluency and control over language
- Able to provide excellent product knowledge and apply selling techniques
- Able to work instinctively with good initiative

Declaration: I would like to affirm my enthusiasm for a challenging position that benefits the organization and the above foresaid particulars/candidature are true to the best of my knowledge and belief.