

Bushra Rashid Diwanji

Mobile No. : +91 90291 37587

Email : bushramughal353@gmail.co

Address. : Hawa Mahal, Room No. 4, Sayed Wadi, Waroda Road, Bandra (West)

PROFESSIONAL SYNOPSIS

A highly Professional and skilled Customer Service Executive with 4 years of experience in BPO and 6 years as a beautician and Spa therapist.

- Proficient in handling inbound calls related to product knowledge or addressing grievances.
- Able to motivate personnel to high performance standards and excellence.
- Strong interest to interact with people of diverse backgrounds, cultures, professional and technical levels.
- Ability to develop an effective working relationship with colleagues and affiliates at various levels and willingness to continuously acquire new competencies and accept new challenges.

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

PALM SPA – OMAN, MUSCAT.
Spa Therapist

Aug 2018 – April 2019

- Handling reception
- As a spa therapist giving treatment to guest

SABA & HIRA's BEAUTY
Beautician

Sept 2014 – July 2018

- Catering Client requirement right from beauty essentials to mehendi designs etc.
- Promoting the parlour by handing flyers around as well as checking for references from existing clients
- Address customer concerns a calm and composure ensuring client retention

SMILES DENTAL CARE (Dr. Rama Magazine)
CSA/Receptionist

2012 – 2014

- Attend to client calls towards appointment booking
- Assistance while treating patients for their dental related issues
- Maintaining client register to ensure smooth management of appointments

UNILYNX SYSTEMS INC. (US Process)
Customer Service Associate

2010 - 2012

- Handling customer queries and setting appointment.
- Complete knowledge of the product
- Upselling additional services

SAKSHI INFOMETICS (US Process)
Customer Service Associate

2008 – 2010

- Help clients create a Chat ID for sending queries online
- Address client concerns via email and phone call

ACADEMIC & PROFESSIONAL QUALIFICATIONS

Passed SSC securing second class

MUMBAI UNIVERSITY, INDIA

TECHNICAL SKILLS

MS-Office - (Word/Excel/PowerPoint) / Emailing & Internet, Outlook, etc

PERSONAL DETAILS:

Date of Birth : 11th May, 1988
Nationality : Indian
Languages : English and Hindi

Bushra Rashid Diwanji

REFERENCES:

Will be provided on request