



Mahima Aley

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CUSTOMER SERVICE EXECUTIVE

Objective:

To work for a corporation that stimulates competence and personal progress through full time hurdle by offering tasks that pervades spirit and confront.

Profile Summary

- As a dynamic and results-oriented professional, I bring a robust background in Information Science and Engineering, enriched by over five years of hands-on experience in order and client services at Accenture along with my career journey continued with a fruitful period at Skillomania, a Titan company under the prestigious Tata Group umbrella, where I honed my skills in streamlining operations, maximizing customer satisfaction, and propelling business expansion.
- Also Highly motivated Customer Service Executive with experience at Al Asayel Health & Safety — a leading one-stop provider of PPE and protective apparel in Dubai — aiming to utilize exceptional communication, problem-solving, and customer relations skills to enhance client satisfaction, ensure efficient service delivery, and support seamless operations within a fast-paced health and safety environment.
- My proven track record showcases an ability to excel in fast-paced settings, consistently delivering top-notch service and nurturing enduring client connections. I am on the lookout for a new opportunity that will allow me to further refine my skills and experience, particularly one that aligns with the challenges and professional growth.

Educational Qualification:

- **ACHARYA INSTITUTE OF TECHNOLOGY:** Bachelor's in Information Science and Engineering **(2019)**
Visvesvaraya Technological University (VTU)- Bengaluru
- **KUENGAA HIGHER SECONDARY SCHOOL-** 12th grade/ High School Diploma **(2015)-** Paro, Bhutan
- **PHUENTSHOLING MIDDLE SECONDARY SCHOOL-** 10th grade/Secondary school **(2012)-**
Phuentsholing, Bhutan

Professional Experience

Company Name: Al Asayel Health and Safety- Dubai

Designation: Customer service Executive (April 2025- June 2025)

Roles & Responsibilities:

- Efficiently manage large-scale PPE (Personal Protective Equipment) orders for multinational corporations and diverse clients, ensuring accurate processing, timely delivery, and adherence to safety standards.

- Act as the primary point of contact for client inquiries, providing tailored solutions and maintaining strong business relationships.
- Coordinate with internal departments, suppliers, and logistics teams to handle complex orders, resolve issues promptly, and ensure high customer satisfaction. Skilled in order management, documentation, and maintaining compliance with industry regulations.

Company Name: SKILLOMANIA SOLUTIONS PVT. LTD - TITAN COMPANY(TATA)

Designation: Customer service Specialist/Sales (April 2021- January 2025)

Roles & Responsibilities:

- Face of titan watches company.
- Upgrade sales, increase revenue and maximize profitability of the brand and company.
- Conduct detailed data entries, and driving sales.

Company Name: ACCENTURE

Designation: Order Manager (Customer service Associate) (March 2020- December 2021)

Roles & Responsibilities:

- Overseeing the process of order management for APAC and EMEA clients, while also optimizing working capital, providing real-time visibility, managing revenue and cash flow, and ensuring a smooth billing process.
- Conduct meetings with internal and external project managers, coordinate with multiple stakeholders and other departments to ensure timely completion of tasks and handle escalations if any and to collect feedback and suggestions as well.

Skills

- Customer relationship management
- Communication and Interpersonal skills
- Quick learner and time management skills
- Flexible and problem solving skills
- Analytical & structured thinking skills

Languages:

- English
- Nepali
- Hindi

Courses:

- Career essentials in business analysis by microsoft and linkedin

Achievements:

- Certificate of appreciation for sales from skillomania solutions private ltd- **(April 1, 2022)**
- Completed a major project titled 'personality prediction system through cv analysis' in b.e. (information science and engineering)- **(June 1, 2018)**

Internship:

Android application development- EVOLET TECHNOLOGIES **(Aug 2018- Aug 2018)**- Bangalore

- Completed a project on 'Weather Application' during the internship at 'Evolet Technologies', for a duration of 4 weeks.

Computer Proficiency:

- (MS-Office, MS-Word, Excel)

Well conversant & confident with the Internet applications.

- ERP/SAP

Nationality: Indian

Date of Birth: 1996-02-14

Marital status: Single

Hobbies:

Traveling,music and arts,fitness

LinkedIn:

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