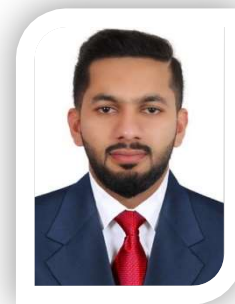


SUHAIR T P

CUSTOMER SERVICE SUPERVISOR



Musaffah, Abu Dhabi, UAE.



+971555600459



tpsuhair6@gmail.com

CAREER GOAL

Obtain a challenging position in the field of **Customer Service and Cash Supervisor** and have the opportunity to work with professional, enthusiastic individuals who strive for excellence and growth of a reputable company that welcomes creativity.

PROFESSIONAL SUMMARY

- A focused professional with **7 years of Experience in Customer Service and Cash Supervisor**.
- Good grasping power
- Honest & Self motivated
- Possess strong problem solving, planning and decision-making & communication skills.
- A high standard of professionalism in my work.
- The ability to remain calm and objective in all situations.
- The ability to quickly identify and resolve client problems.
- Able to work autonomously and in a team environment.
- A good sense of humor and the willingness to be part of a team.

WORK EXPERIENCE

Customer Service and Cash Supervisor | December 2013 – Present
WORLD TRADE CENTRE, LULU GROUP INTERNATIONAL, ABU DHABI-UAE.

- Proactively acknowledged, greeted and assisted customers in the store.
 - Offered customers with exemplary and timely service.
 - Provided accurate product information.
 - Recommended alternative purchase choices.
 - Merchandised, stocked and replenished the selling floor constantly.
 - Maintained working knowledge of store's policies and procedures.
 - Organized and cleaned store during downtime.
 - Handled cash, checks, and credit card transactions.
 - Setting higher standards performance.
 - Good communication and inter personal skills.
 - Answering the phone calls and helping the customer.

SKILL&CORE COMPETECIES

- Leadership
- Time management
- Task management
- Building customer relationships
- Delegating tasks to junior staff
- Resolving escalated customer complaints or disputes.
- Evaluating the work and performance of staff.
- Performing any other job duties as assigned by the management
- Creative & Critical Thinking
- Process improvement
- Coordinating operational activities
- Conflict resolution
- CRM
- Ticketing Tool
- Outlook
- Windows 10

EDUCATIONAL DETAILS



- Plus 2 from State Board of Higher Secondary, Kerala
- 10th from State Board of Secondary Education, Kerala

PERSONAL DETAILS

- Date of Birth : January 27th, 1994
- Gender : Male
- Marital status : Married
- Nationality : Indian
- Languages Known : Professional English, Arabic, Hindi & Malayalam
- Passport details : **K3962743** (expiry: 10.04.2022)

DECLARATION

I do here by declare that the above-mentioned details are true to my knowledge and belief.

Date:

(Suhair T P)

Mussafah, Abu Dhabi - UAE.