


ARIFA NAAZ



 Dubai, United Arab Emirates

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I am seeking **a telecommunication position** that enables me to utilize and fortify the attributes, skills and personal qualities I currently have and to make a real, tangible difference in the company that I work for. I have always been an extremely hands on, practical and energetic worker and I'm very experienced with providing excellent customer service at all times and in all circumstances. I have a 'can-do' attitude and I enjoy overcoming challenges. I'm flexible, patient and reliable, and accustomed to achieving and exceeding given targets, staying calm in difficult situations and resolving problems. An excellent team member capable of working efficiently either unsupervised or under direction.



Skills

- Business development and planning
- Sales expertise
- Relationship building and rapport
- Verbal and written communication
- Product and service sales



Languages

- Tamil
- Hindi
- English

2021-1 - 2021-08



Work History

Telecommunication

Cell world, Chennai

Main Duties:

- Receiving and placing customer service telephone calls
- Maintaining solid customer relationships by handling questions and concerns
-with speed and professionalism
- Resolving customer complaints, managing database records, drafting status
- reports on customer service issues
- Data entry and research as required to troubleshoot customer problems.

2018-05 - 2020-11

Telecommunication

Aalampana overseas consultant pvt. ltd , Chennai

- Handles incoming calls or inquiries from prospective customers or clients
- Assists customers effectively by solving customer disputes
- Provides customer additional information or explains services
- Discusses products offered and ensures customer satisfaction
- Tactfully handles confrontational or stressful interactions with the public
- Completes supporting paperwork and data entry as required
- Accurately captures customer information
- Creates and maintains service reports

2015-10 - 2017-03

Sales Associate

Fashion avenue

"Spencer plaza" Boutique.

Chennai city

- Greeting customers and offering assistance;

- Recommending products or merchandise to help customers;
- Answering questions and addressing concerns;
- Accurately processing cash, cheque and credit card transaction through the till system;(also opening and closing the cash counter system);
- Informing customers about sales, promotions and policies;
- Demonstrating how products work;
- Processing refunds and exchanges in line with store policies;
- Stocking merchandise and creating displays;
- Taking inventory and monitoring sales floor.



Education

2000-05 - 2014-03



High School Diploma

Measi school - Chennai City

2014-05 - 2017-04



Bachelor of ecommerce :

Siet college - Chennai City



Visa Status:

- Visit Visa till 25th Jan 2022
- Passport No: U8999837
- Validity: 28-01-2031