



FATHIMA ZAHRA

CUSTOMER SERVICE REPRESENTATIVE

Present Address

Industrial Area, Muweilah
Commercial, Sharjah, U.A.E
Contact No: +971 529440402
Email: zahrazerish22gmail.com

SKILLS

Good Listener

Creative and Dedicated

Sense of Responsibility

Honesty

Self Confidence

Software Skills

Keen Observation

MS Office

SUMMARY

As a recent graduate, I am seeking role which allows me to continue learning and perfecting my skills as I provide high quality work. Energetic customer service representative with 2 years of experience resolving complex customer inquiries, passionate about building strong customer relationship, driving brand loyalty and increasing engagement

EDUCATIONAL QUALIFICATION

- Medical/insurance coder AAPC
CARDEA INSTITUTE. (Pursing)
- Bachelor of Business Administration (BBA)-Retailing
(2020-2023)
Jaipur National University (Brilliantz Educational Group).
- Higher Secondary (2017-2019)
New Indian Model School, Sharjah, U.A.E.

EXPERIENCE

Al Malomat Employee Guidance Center

Tawjeeh Center Federal govt department (MOHRE),
Ind Area 6, Sharjah, U.A.E.

December 2019 to October 2021

Marketing Executive

Job Profile:-

- Arrange introductory meetings for senior management and prospective customers
- Organization and coordination of all promotional activities
- Preparation of sales presentations for customer meetings

Mobadrah Group, Sharjah, U.A.E

Marketing Executive

Marketing of National Bond scheme in TAWJEEH (MOHRE)

May 2019 to November 2019

Job Profile:-

- Scan documents and print files
- Respond to queries for information and relative files

- Compile, verify accuracy and sort information priorities prepare source data for computer entry.
- Insert customers and account data by inputting text based and numerical information from source document's within the limits

LINGUSTICS SKILLS

Read and write

- English
- Hindi
- Malayalam

HOBBIES

- Reading
- Writing
- Singing
- Cycling

PERSONAL DETAILS

Date of Birth : 10th August 2000

Gender : Female

Religion : Islam/Muslim

Nationality : Indian

Passport No : N9220206

Date of issue : 06/04/2016

Date of Expiry: 05/04/2026

Visa Status : Visit Visa

Driving License: Valid UAE Driving License

DECLARATION:-

I hereby declare that the statements given above are true and knowledge and belief