



## 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 certified  
CARDEA INSTITUTE. (2023)
- 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