



# SAFAL GAUTAM

Customer Service Executive

## PROFILE

An enthusiastic individual seeking the position of a Customer service executive where I can fully utilize my skills and strive to work and to uphold company's policies and to apply my knowledge with regards to my chosen career. Motivated team player, communication and interpersonal skills willing to contribute in customer service.

Highly organized and resilient person, ability to work in group or individual. I am an honest, sincere and hard-working person, in the sense that whatever tasks I take up, I fulfill my duties with great devotion and dedication.

## CONTACT

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## HOBBIES

Photography  
Listening Music  
Travelling  
Dancing

## EDUCATION

**Lumbini Banijya Campus, Butwal, Nepal**  
Major in Accountancy (Commerce)  
2011 - 2013

**Sunrise Secondary Boarding School, Nepal**  
Pass out - 2011

## WORK EXPERIENCE

### **Autobahn Car Rental/ Customer Service Executive – Dubai UAE**

October 2021 – Current

Dealing with the clients, arranging cars, maintaining cars, keeping all sales record, customer service, maintaining office appearance, sending sales & update excel reports, handling payments, dealing with RTA and Dubai police fines, documentation work for the clients, follow up with the clients for payments and service activities.

### **Transguard Group LLC/ CCTV Operator, Admin – Dubai UAE**

August 2016 – June 2021

Responsible for surveillance of suspects using binoculars, cameras and camcorders. Responsible for the orchestration and implementation of all office system. Leading with administrative team. Answering and dealing with incoming calls and office works. Dealing with the employee and visitors.

## SKILLS

Communication Skill	99%
Pressure Handling	91%
Time Management	96%
Quick Learner	93%
Customer Service	96%