



Gurinder Kaur

EXPERIENCE

Currently Working with ServeU Facilities Management, Dubai, UAE.

Customer Service Executive – Since November 2022

- Answer inbound calls
 - Resolve customer enquiries and complaints
 - Maintain the customer database
 - Maintain excellent customer satisfaction
 - Keeping records of customer interactions, transactions, comments, and complaints.
 - Ensure customer satisfaction and provide professional customer support.
 - Providing feedback on the efficiency of the customer service process.
 - Communicating with customers through various channels.
 - Maintaining a positive, empathetic, and professional attitude toward customers at all times.
 - Communicating and coordinating with colleagues as necessary.
 - Knowing our products inside and out so that you can answer questions.
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EDUCATIONAL QUALIFICATION

MBA | From Asra Group of Institutions | Maharaja Ranjit Singh Punjab Technical University with mark 81%, year of completion 2021.

BBA | From PIET - Patiala Institute of Engineering and Technology for Women | Maharaja Ranjit Singh Punjab Technical University with mark 70%, year of completion 2018.

Higher Secondary | From Government Senior Secondary School Dhangeri – Patiala | Punjab School Education Board with 74%-mark, year of completion 2015.

Declaration: I do hereby declare that the above-mentioned information is correct to best of my knowledge and belief. With great hope, that my qualification compromises the requirements of your esteemed organization.

Gurinder Kaur

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DOB: 28.04.1998

Passport No: V5963950

Visa status: Work Visa

OBJECTIVE

Seeking rewarding and challenging jobs to utilize my exceptional customer service skills and experience with the intention of securing a good professional career and to work for the growth of the company and satisfaction of the customers.

SKILLS

- Flexible and adaptable
- Good communication and leadership skills
- Sincere and hardworking
- Problem-solving skill
- Quick learner

TECHNICAL SKILLS

- Windows 10, 11
- MS Office, Outlook
- Excel, Word,

LANGUAGES

- English, Hindi, Punjabi.