

SHAMEEMA ME

CUSTOMER SUPPORT EXECUTIVE

CAREER OBJECTIVE

Customer Support Executive with 3 years of experience in responding to customer Service messages from online marketplaces via email, phone or chat, and also providing first -line technical support for ECOM based customers when contacted by phone, email,etc.aGenerating sales leads,and also identifying and assess customers needs to achieve satisfaction.

WORK EXPERIENCE

Brookwood Furniture & Timbers, INDIA **Customer Service Manager**

May 22-Sep 23

- Screened and routed incoming calls, responded to inquires and requests,and sorted mail and faxes; followed up on open items as required.
- Mailed purchase order details and agency advice details to respective customers and processed invoices.
- Negotiating and placing orders with vendors, monitoring their price, quality and service
- Undertake the resolution of issues, account queries, warranties, price breakdown and negotiation

MBS Food Products, INDIA **Customer support executive**

Jun 20- Apr 22

- Carrying out administrative tasks as delegated by the team managers
- processing administrative tasks for customers
- Independent and a team player
- Provide customer support to a global range of customers and representatives.
- Assisting the team managers n handling and compiling resource data
- Create customer quotations to achieve maximum margins, utilise serviceable stock to meet customer requirements

EDUCATION

Master of Commerce; Accounting & Finance Field Aug 18- Jul 20
Marshal KM Cariyappa college, Madikeri

Aggregate Grade Point Average 6.98 - 'A'

Affiliated to Mangalore University

- Batch of 2020

CERTIFICATIONS

- Human Resource Skill workshop - Tareeqa Global
- Solutions Mutual Funds & Real time Trading

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge.



CONTACT

+971-0544021645

DOB - 29/10/1997

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Al-nahda,Dubai

Nationality - Indian

Passport # - S1649051

Valid Till - 22/04/2028

SKILLSET

- Time Management
- Multitasking
- Web & Social Skills
- Excellent Communicator
- Problem Solving
- Team Player

TECHNICAL EXPERTIES

- Billing
- TAX Returns
- Direct & Indirect Taxation
- Financial Reporting
- MS Office

LANGUAGES

- English
- Kannada
- Malayalam
- Hindi

VOLUNTEERING

NSS

Acquired leadership qualities and democratic attitudes.
Practiced national integration and social harmony.