



Sameena Parveen

CUSTOMER SERVICE

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📍 Sharjah, United Arab Emirates

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Profile

Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skills combined with a superior knowledge of the customer service industry. Bilingual, hardworking, and ready to join my next team.

Employment History

Customer service representative , Ministry of human resource and emiratization , Sharjah

February 2020 — November 2023

- Assisting customers and providing information related to Ministry of Human Resources and Emiratizations such as UAE labor laws, work permits, establishments
- Raising technical tickets and providing status details of ministry transactions
- Used customer relationship management (CRM) systems to accurately track and manage customer data
- Recognized customer needs and provided personalized solutions, resulting in increased customer loyalty and satisfaction
- Utilized scripts and other resources to answer customer questions

Administrative officer , sevana hospital, Palakkad

February 2017 — February 2019

- Developed and maintained an up-to-date database of contacts and vendors, ensuring accurate and timely communication. Organize, control, and coordinate
- Organize, control, and coordinate services as per the hospital board regulation
- ☑ Create quarterly and annual budgets.

Education

MBA Health care management , Bharathiyar university , Kerala

March 2015 — March 2017

BA Economic, Calicut university , Kerala

March 2014 — February 2017

Details

Nationality

Indian

Driving license

UAE driving license holder-spoused visa

Skills

Critical thinking and problem solving

██████████

Ability to Multitask

██████████

Computer Skills

██████████

Fast Learner

██████████

Ability to Work in a Team

██████████

Communication Skills

██████████

Microsoft Office

██████████

Customer Service Skills

██████████

Creative Problem Solving

██████████

Languages

English

██████████

Malayalam

██████████

Arabic

██████████

Hindi

██████████