

Sabiha Banu



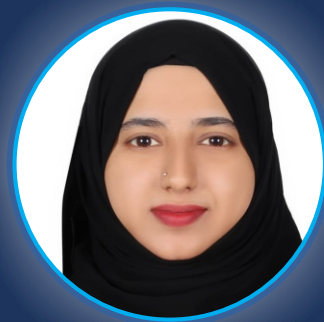
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Al Qaizi Building Near Union Metro Station Dubai, UAE



OBJECTIVE

Seeking a customer service representative role at a reputable company to demonstrate excellent customer service skills, communication abilities, and multitasking capabilities.

EDUCATION

Kuvempu University |

Shivamogga| 06 / 2019 – 11 / 2021

Master of Arts : English Literature

Karnataka State Open University |

Mysore| 02 / 2023 - 05 / 2024

Master of Science: Psychology

National College of Education |

Shivamogga| 03 / 2022 – 12 / 2023

Bachelor of Education : English and Social Science

EXPERTISE

TECHNICAL

- Basic Microsoft Word, Excel,
- Google Classroom,
- Zoom For E - learning

EXPERIENCE

The City Center Mall

Feb 2022 - May 2024

Customer Service Representative Curriculum Lead

Shivamogga (India)

Answering Inquiries:

Respond to customer questions via phone, email, chat, or social media.

Resolving Issues:

Handle customer complaints and provide appropriate solutions in a timely manner.

Order Processing: Process orders, returns, and exchanges efficiently.

Product Knowledge: Provide detailed information about products and services.

Customer Accounts: Open and maintain customer accounts by recording account information.

Follow-Up:

Follow up with customers to ensure their issues are resolved and they are satisfied.

Sales Support:

Generate sales leads and recommend additional products or services.

Documentation:

Keep records of customer interactions, transactions, and feedback.

Team Collaboration:

Work with other departments to resolve customer issues and improve service quality.

Customer Feedback:

Collect and analyze customer feedback to improve products and services

Skills

- Team management & Development
- Project analysis
- Creative thinking &
- Problem solving
- Research direction
- Organizational director
- Team & individual work
- Leadership
- Reliable, organized, &
- Hardworking

LANGUAGES

ENGLISH

HINDI

URDU

KANNADA

VISA STATUS

VISIT VISA

Expiry: 22/10/2024

EXPERTISE

Skills

- Clear and effective communication, both verbal and written, is crucial.
- Understanding and sharing the feelings of customers to provide better support.
- Paying full attention to customers to understand their needs and concerns.
- Quickly identifying issues and finding effective solutions.
- Remaining calm and patient, especially with difficult or upset customers.
- Being flexible and able to handle various situations and customer personalities.
- Managing and resolving conflicts in a professional manner.
- Familiarity with customer service software, CRM systems, and other relevant tools.
- Accurately entering and managing customer information.
- In-depth understanding of the products or services offered to provide accurate information and support.
- Handling multiple tasks efficiently, such as managing calls, emails, and chats simultaneously.
- Efficiently managing time to handle multiple customer interactions.
- Ensuring accuracy in information provided and tasks completed.
- Maintaining a friendly and positive demeanor to enhance customer satisfaction.