



MUHAMMED JURAIJ

CUSTOMER SERVICE EXECUTIVE

CONTACT

+971526181380

muhammedjuraij786@gmail.com

UAE, Abudhabi, MBZ

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Digital Marketing

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Arabic (intermediate)
- Malayalam (fluent)

EXTRA SKILLS

Diploma In Computer (DCA)
Valid UAE Driving License.



PROFILE

Dedicated and result-driven Customer Service Executive with over 5 years experience in managing customer inquiries, resolving complaints, and providing exceptional service. Known for excellent communication skills, a positive attitude, and the ability to work efficiently in a fast-paced environment. Seeking to contribute my expertise to a dynamic customer service team.



WORK EXPERIENCE

Census International llc JAN 2020-2024 DEC
customer service executive

- provide prompt and effective assistance to customers via phone, email, and live chat, resolving issues within established time frame.
- Address Customer inquiries, complaints, and product or service-related issues with a focus on delivering excellent customer satisfaction.
- Collaborate with various departments to resolve customer concern.

Transguard Group LLC 2016-2017
Customer Service Desk Agent

- Maintaining accurate records of customer interactions, transactions, feedback, and issues for future reference and improvement.
- Assisting with billing issues, processing payments, or issuing refunds.

Emirates Code Contracting . 2010-2013
Office Administration.

- Organizing, filing, and maintaining office documents, both physical and digital. Ensuring all files are up to date and easily accessible.
- Providing general administrative assistance to staff and management.



EDUCATION

Bachelor of Economics. 2006-2009
Mahatma Gandhi University
GPA: 3.8 / 4.0

NEBOSH IGC 2018
British Safety Council
GPA: 3.8 / 4.0