

## **HAJA MOHIDEEN A - Assistant Manager - Customer Support**

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### **Professional Summary**

A results-driven Senior Customer Support Executive with nearly 16 years of experience in delivering exceptional customer service across various industries. Proven expertise in managing customer support teams, resolving complex customer issues, and driving process improvements to enhance customer satisfaction. Adept at identifying customer needs, implementing effective solutions, and building strong customer relationships.

### **Skills**

- Customer Service Management
- Team Leadership & Mentorship
- Conflict Resolution & Escalation Handling
- Analytical and Problem-Solving Abilities
- Adaptability to Dynamic Environments
- Proficiency in Microsoft Office Suite
- Process Improvement & Optimization

### **Work Experience**

#### **Owner**

Cafeteria Business - 11/2019 - 12/2024 | Chennai

- Successfully established and managed a small cafeteria business, overseeing daily operations, customer interactions, and financial management.
- Enhanced customer retention by implementing personalized service approaches.

#### **Assistant Manager - Customer Support**

Professional Courier Network Limited - 06/2023 - 03/2024 | Chennai

- Managed a team of customer support executives, ensuring timely resolution of customer queries.
- Streamlined operational processes to improve response times and service quality.
- Monitored customer satisfaction metrics and implemented corrective actions where necessary.

#### **Team Lead - Customer Support**

Sulekha.com - 03/2018 - 10/2019 | Chennai

- Led a team of support agents to achieve performance targets.
- Conducted regular training sessions to improve team productivity and service excellence.
- Resolved escalated customer issues effectively to ensure high customer satisfaction.

### **Senior Customer Support Associate**

Spinircle India Pvt Ltd - 08/2017 - 03/2018 | Chennai

- Delivered high-quality customer service by promptly addressing inquiries and concerns.
- Maintained detailed records of customer interactions for quality assurance purposes.

### **Senior Chargeback Analyst**

Callstreet Global Solutions - 09/2016 - 08/2017 | Chennai

- Analyzed and processed chargeback disputes efficiently, ensuring compliance with industry standards.
- Collaborated with cross-functional teams to resolve complex cases.

### **Senior Customer Support Executive**

Sulekha.com - 06/2011 - 09/2016 | Chennai

- Provided exceptional customer service, building long-term relationships.
- Identified recurring issues and proposed solutions to minimize complaints.

### **Customer Support Executive**

The Professional Couriers - 04/2010 - 06/2011 | Chennai

- Handled customer inquiries and complaints, ensuring timely resolutions.
- Coordinated with internal teams to track and deliver packages on schedule.

### **Customer Support Executive**

HTMT Global Solutions - 12/2008 - 03/2010 | Chennai

- Responded to customer calls and emails, maintaining a high standard of professionalism.
- Assisted in implementing new workflows to improve operational efficiency.

### **Front Office Executive**

Al Faisal National Clinic - 2002 - 2008 | Saudi Arabia

- Greeted patients and managed front-office operations.
- Scheduled appointments and maintained accurate patient records.

### **Education**

Bachelor of Arts (Corporate Secretaryship)

University of Madras - 08/1998 - 04/2001 | Chennai

### **Languages**

English: Full Professional Proficiency

Tamil: Native or Bilingual Proficiency

Hindi: Professional Working Proficiency

Malayalam: Limited Working Proficiency