# SHIREEN

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### SUMMARY

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| **Core competence:** | **AHighly experienced Customer Service professional. Able to handle a high volume of customer calls in a fast paced environment, with minimum supervision, while maintaining emphasis on the highest quality of consumer service. Excellent listening skills, oral and written communications. Comfortable in interacting with all levels of the organization. Excellent problem solving and negotiating skills. Able to make decisions independently.** |

**Work Experience**

2007 till 2009 : **M/s.Mashreq Bank**

Dubai – UAE

**Job Description : After Sales Services for Credit Cards,Card Portfolio**

**Management Unit.**

**Scope of Work:**

* Communicating with customers over the phone.
* Making outbound calls to prospective business and gathering information.
* Booking appointments for sales teams and making notes of dates for follow up calls.
* Logging all phone calls and updating customer records with comments.
* Making calls to a large volume of cold, warm and hot leads on a daily basis.
* Able to build a strong awareness of competitors within the market.
* Identifying new leads in a team environment.
* Basic Computer skills such as Outlook, Ms Office and knowledge of specialist telesales software.
* Identifying customer needs and resolving customer queries.
* Exceeding customer expectations through exceptional customer service.

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2006 till 2007 : **M/s. Skycom Communication**

Dubai – Media City

**Job Description :Sr.Customer Support Representative – CSR**

**(UK Process : Outbound Calling)**

**Scope of Work:**

* Providing leadership, management and guidance to all Call Center staff.
* Answering front line calls from customers.
* Conducting staff performance reviews.
* Handling any customer complaints.
* Responding to customer email or telephone inquiries.
* Ensuring high quality and accuracy of work from call center staff.
* Putting together daily performance reports for senior managers.
* Liaising with the Call Center management team to monitor the effectiveness of service policies and practices.
* Troubleshooting any operational problems.
* Tracking the number of inbound calls.
* Being visible at all times to all call center staff.
* Presenting commendations and awards to staff.

2004 till 2006 : **M/s. Proton Web (Business Process Outsourcing)**

Dubai – UAE

**Job Description :Customer Support Representative – CSR**

**(Singapore Process : Outbound Calling for Health Care Solutions)**

**Scope of Work:**

* Eexperience in providing customer support in busy call center environments for public utility and insurance industry employers.
* An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
* Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

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* 5 years professional work experience.
* Customer Handling Skills& Teaching skills.
* Excellent communication skills to match the fast paced environment.

### QUALIFICATION (Education)

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| **Education:** | **BA English (LITT) – Bachelors in Arts.** University of Madras, Chennai, India **in 1998-2001**  **NIIT -** Diploma in Computer Application.( DCA) |
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### TECHNICAL / FUNCTIONAL SKILLS

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| --- | --- |
| Skills | Details |
| Computer: | **MS OFFICE (Word,Excel& MIS Reporting tools)** |
| Business Process Management: | Possess good Internerposanal, Management and Communication skills. |
| Productivity & Project Management Tools: | **MS Project, Ms Word, Ms Excel 2003 & 2007.** |

### OTHER PERSONAL INFORMATION

**Date of Birth / Age**  **:** September 15th 1980 / 31 years.

**Gender / Marital Status** **:** Female / Married.

**Passport**  **:** Valid Indian Passport.

**Languages**  **:** English, Hindi, Urdu & Tamil.

**Visa Status :** Residence – Dubai – UAE

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