

**SAFIRA**

**SAFIRA.362908@2freemail.com**

**Career Objective**

Being an experienced candidate, I would like to work in a well-established organization and contribute to the organization in terms of knowledge and skill sets and to achieve the greater goals for the organization. To secure a challenging and rewarding position of Senior Customer Service Associate/ Tele Sales Executive in a professional organization offering personal development opportunities and professional growth based on performance and to be an active participant in contributing to positive growth of the organization.

**Career Profile**

* **Tele Sales Executive,**Al Habtoormotors Mitsubishi/Chery/JAC/Prestige Cars, August 2014 till date, Dubai UAE
* **Senior Customer Service Executive/Retention Specialist,** Vodafone Hutchison Australia, May 2008 – December 2013, Mumbai, India
* **Senior Customer Service Associate/Executive,** First Source LTD, May 2005 - May 2008, Mumbai, India

**Professional Experience**

* **Currently working in** CRM department wth experience in Acquisition Sales / Retention / Survey / Service Booking for Al Habtoor Motors LLC. Mitsubishi, Chery, JAC & Prestige Cars situated in Deira Dubai.
* **5 years and 6 months** of international BPO experience in 3G and Vodafone telecom process as a Senior Customer Service Executive with a reputed Vodafone Hutchison Australian telecom industry handled by Tech Mahindra situated in India
* **3 years** of international BPO experience in various banking credit cards process as a Senior Customer Service Associate with a reputed US Banking firm situated in India.

**Education QUALIFICATIONS**

* Completed Graduation (**Bachelor of Commerce**) specialize in accounting from Rizvi College of Arts/Science/Commerce in year 2005, Mumbai India

**Professional Skills**

* Successfully completed **Typing Course** from Ellora Institution Mumbai, India Year 2000
* Successfully completed **Computer Course in Office Applications** from NIIT Institution Mumbai, India Year 2002
* Basic Knowledge of IT (CRM, Task Management Tools, Ms Office)
* Successfully completed Voice and Accent training course for US/UK/Australia

**Awards, Recognition & Achievements**

* Achieved Best Employee Quarter award category twice consistently at Al Habtoor Motors
* Achieved certificates towards contributing CRM team to win Best Team Award for 2 consecutive quarters in Al Habtoor Motors.
* Achieved Ozcare award for the 3rd and 4th Quarters in the Rewards and Recognition ceremony for overall performance at Vodafone Hutchison Australia BPO in India.
* Received Appreciation Letter from Vice President of Compucredit for providing excellent customer service US CRM BPO in India.
* Best Call Quality
* Overall Attendance
* Voice of customer through survey
* 0% absenteeism
* Overall Best Performer
* Highest Effective Login Hours
* Best Agent of the month and year

**Duties & Responsibilities**

* Over all experience in managing customer expectations of various background and resolving their queries both inbound and outbound calls. Have excellent working skills in MS Office Applications.
* Have excellent communication & interpersonal skills. Adherence to deadlines without sacrificing quality of output. Systematic and methodical approach to work. Ability to put in extra efforts when called for.
* Ability to work under minimal supervision and report to top management through multitasking & work under pressure .Prioritization of work and perfect time management. Proactive management and Exceptional organisation and delegation skills.
* Expertise in handling people of diverse nationalities, and renowned for being an excellent team player. Handling incoming calls from US/Australia customer based for credit card and mobile bills and phone and plan upgrades etc. related queries.
* Checking emails and corresponding with the customers and following up. Have worked with various departments within the same organisation including backoffice, billing, blocking of services and retaining customers from leaving our products.
* Activation/deactivation, blocking/unblocking of Lost & stolen cards, balance or transaction enquiry/credit card payments/billing enquiry etc. for our customers. Handling all correspondence regarding our credit card activities, including telephone calls.
* Helping sales team to achieve the sales target, including assisting sales calls for new joining customers. Providing all tips, suggestions and advises to the customers regarding safety of the account.
* Handling credit cards-related complaints and feedback from the customers and taking appropriate steps to rectify and improve the customer service base and thereby company ranking. Coordinating and working along with the staff in providing customer-oriented services to the customers to meet their needs and requirements.
* Provide administrative support to the Manager including scheduling of team meetings & briefings. Individual responsibility and confidentiality of the various tasks as assigned by the Manager and providing him full support.
* Maintain and update account status of clients on company provided computer software program. Provide excellent customer service & maintain strong professional relationship with customers. Present and explain products and services to clients and assist in meeting their needs.
* Answer questions and solve problems for clients by listening, collecting data, and securing answers. Resolve client requests and questions promptly, courteously, and professionally.
* Complete required reports and records accurately and promptly.Have attended meetings and training classes that may be held periodically. Remain updated by reading daily emails regarding new products & services launched by the company.
* Recognize, document and alert the supervisor of trends and recommend process improvements as per customer’s feedback. Identify, research, and resolve customer issues using the advanced process and tools.
* Giving maximum productivity by attending more calls and resolving the customers issue / queries in less time. Responsibility of playing role of acting supervisor for department handling in absence of manager.
* Conducted team briefs and updating on various changes on products and system related changes and assigning tasks to every member in team on behalf of supervisor.Also trained juniors and new staff on our product campaign through buddy up.
* Complete assignments of analysing customers account related which was sent by CEO and Managers and provide them with each detail through email. Generating leads for business
* Recording sales activities in CRM. Reviewing own sales performance and aiming to meet or exceed targets. Adhere to company procedures in terms of systems and protocols and high ethical and moral standards.

**STRENGTHS**

* Analytical thinker.
* Excellent communication skills
* Believe in root cause analysis and long term solutions.
* Confident and optimistic.
* Smart, dedicated and innovative worker.
* Quick learner, with an urge to grow in wisdom and knowledge.
* Ability to adapt to different profiles
* Ability to handle work in pressure.
* Lead generating skills/prospecting skills
* Target oriented
* Highly energetic and enthusiastic
* Exceptional follow-up skills on the phone, email and online.
* Self-motivated
* Result-driven.

**Personal Details**

Date/Place of Birth : 15th April, 1984 – Goa, India
Marital status : Married
Nationality : Indian
Visa Status : Residence
Sponsor : Russell Andy Pereira
C/o Emirates Sky Cargo
PO Box 686, Dubai
Sponsors Relation : Husband
Languages known : English, Hindi, Konkani, Marathi