

SHABAL

Email: [**shabal.379338@2freemail.com**](mailto:shabal.379338@2freemail.com)

C/o-Mobile: **+971505891826**

United Arab Emirates

***Dedicated Customer Service Representative motivated to maintain Customer satisfaction and contribute to company success. Proven ability to establish rapport with clients, reliable and driven with strong time management and prioritization abilities.***

Profile

* Effective communicator with exceptional relationship management skills.
* Assigned the tasks of handling [customer queries](http://www.bestsampleresume.com/sample-executive-resume/customer-care-executive-resume.html), feedback, complaints and request.
* Responsible for maintaining and developing relationships with external and internal clients.
* E-Commerce Management, Marketing administration and Project coordination.
* Operations management.
* Warehouse administration.

Educational Credentials

* **Master’s Degree in Business Administration (Finance and Marketing) from (Anna University Chennai) 2011-2013.**
* **Bachelor’s Degree in Business Administration from (Madras University Chennai) 2008-2011.**

Software Proficiency

* MS Office Word, Excel, Power point.
* Tally ERP 9.0.
* Oracle(Citrix)

Professional Experience

**DUSSMANN GULF LLC-Abudhabi as a Collection Officer (October 2017 to till date)**

* Contact clients to gather financial data and documentation.
* Set up payment plans.
* Maintain updated records of contract.
* Contact and visit clients for payment collection.
* Receipt booking.
* Preparation of daily, weekly and monthly collection report in excel.
* Daily follow up with clients for payment collection.
* Updating VAT TRN from clients.
* Reconciliation and updating statement of accounts.
* Packages used are Oracle (Citrix).

**ARAMEX LLC-Abudhabi as an Operations Executive (July 2014 to August 2016)**

* Resolves product or service problems by clarifying the customers’ complaint.
* Logistics Coordination and Operations Management.
* Maintaining communication with other stations to track the shipments, speed up the delivery.
* Provide client support for Customs clearance.
* Customer Relationship Management.
* Receive payment by cash, credit cards, vouchers and remit to Accounts department.
* Warehouse management and documentation.
* Expediting correction or adjustment with Courier charges.
* Handling Ground Couriers to ensure delivery.
* Responsible for ensuring that all deliveries are made on time.
* Hire, supervise, coach and evaluate couriers.
* Make calls to customers for collecting details for dispatch.
* Assign courier route for delivery.

Personal Skills

* Willingness to learn and hardworking.
* Good Verbal and written communication.
* Highly motivating and organizing capability.
* Self motivated team player.

Personal Profile

**Date of birth** : 29th October 1990.

**Nationality** : Indian

**Marital Status** : Single

**Language Known** : English, Arabic, Malayalam, Tamil &Hindi

**Visa Type** : Employment Visa

**Available to join** : Immediately

**Declaration**

I hereby declare that the above-furnished information is true to best of my knowledge.