**KEY COMPETENCIES:**

**Customer Service**

**Operations Management Relationship Building**

**Communication Skills**

**After-Sales Management Well Organized**

**Detail-Oriented**

**Team Management Analytical Skills**

**PERSONAL DETAILS:**

**Date of Birth: 9th Oct 1975**

**Nationality: Indian**

**Marital Status: Married**

**Languages Known: English, Arabic & Hindi.**

**Driving License available for UAE, KSA, Qatar & India.**

**Farid**

**Email:** **farid.390241@2freemail.com**

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**Customer Service | Operations | Store Management**

**OBJECTIVE**

**Highly enthusiastic customer service professional with 5+ years of experience working as a liaison between consumers and corporations. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintain the highest level of integrity; dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization.**

**PROFESSIONAL EXPERIENCE**

**CUSTOMER SERVICE EXECUTIVE** **FEB 2014 – OCT 2018**

**Al Rafa Hotel, Jeddah, Kingdom of Saudi Arabia**

**Check and manage reservations done directly / on-line / or with booking agents.**

**Manage large amounts of incoming calls to provide all necessary information to customers. Manage, maintian and track stock used by house-keeping.**

**Keep records of customer interactions, recording details of inquiries, complaints, and comments, as well as actions taken. Follow up to ensure that appropriate actions were taken on customers requests.**

**Providing report to management on room bookings. Supervised the team in absence of Team Leader.**

**OPERATIONS COORDINATOR** **JAN 2010 – JAN 2014**

**Amwaj Catering Services, Qatar Petroleum, Qatar**

**Planning and Scheduling of staff, time-shifts, and assiging daily ROTA.**

**Coordinated with respective internal departments for their operations requirement and follow-ups for speedy resolutions withtin stipulated time.**

**Handled front office operations during events.**

**Responsible for managing the complete Order management processing cycle from Quotation to Invoicing.**

**Interface and follow up orders with suppliers, provide shipping instructions as per requirements.**

**Actively involved in managing the Return Material Process.**

**SALES COORDINATOR** **JAN 2007 – DEC 2009**

**Al Faiza Real Estate, Sharjah, UAE**

**Taking care of Property sales and preparing the necessary documents to complete the deal. Keeping track of renewals and handling maintenance requirements.**

**Maintaning relation with customers and handling their request or issues.**

**EDUCATION**

|  |  |
| --- | --- |
| **HIGH SCHOOL COMPLETED (‘O’ Levels) – Cambridge Board** | **1997** |
| **GRAMMAR SCHOOL, DUBAI – U.A.E.** |  |

**I.T. SKILLS**

**Skilled at operating a computer & MS Office Suite.**

**Ability to create formal documents and presentations.**

**Usage of Tally accounting software for invoicing and managing accounts.**