

CONTACT

[**Farheen-394664@2freemail.com**](mailto:Farheen-394664@2freemail.com)

SKILLS

**Verbal & Written Communication**

**MS- Office**

**Good Learning Ability**

**Strong Execution**

**Problem Solving Ability**

STRENGTHS

* **Flexibility and Adaptability**
* **Stress tolerance**
* **Decision making skills**
* **Creativity**
* **Quick learner**

**FARHEEN**

**Customer Service Executive**

Skilled customer service professional with 05 years of successful management and leadership experience.Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback, and respectful conflict management response. Confident communicator with the ability to lead colleagues, respond to customer inquiries, and mediate conflict. Enthusiastic and personable individual who enjoys working with people and building long-lasting relationships and product loyalty. Passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

**WORK EXPERIENCE**

**MRS EXECUTIVE (MAINTAINANCE REMINDER SYSTEM)**

**(21/08/2017- 14/06/2019)**

**Achievements/Tasks**

* Attend the incoming calls for Vehicle Service.
* Booked Appointment for vehicle service and Confirm the Actual Booking Time.
* Perform outgoing calls to remind customers for their vehicle service.
* Acting as a point of resolution for customers who have complaints.
* Perform outgoing calls to remind customers for their vehicle service
* Ensure customer the charges of vehicle service before Service
* Provide pick and drop facilities to that customer who is unable to bring Their vehicle for service.
* Maintain the list of the service customer and distribute to the service advisor so that they can attend the customers
* Listen to customers’ account of issues and symptoms to better understand what the problem is.
* Calculate and provide customer with an estimate of these expenses for resolving the problem.
* Explain process to clients so they understand what to expect and when their automotive will be repaired.
* Record information gathered from each visit in appropriate database
* Work with supervisors, repairmen and the rest of team to provide a positive and expedient resolution for clients.



**TELEMARKETING** **(11/05/2015-20/08/2017)**

**Achievements/Tasks**

* Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service or to make a donation.
* Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes.



LANGUAGES

**English**

**Hindi**

**Urdu**

HOBBIES

* **Cooking**
* **Reading**
* **Musical Instrument**

PERSONAL DETAILS

* **D.O.B :- 22/04/1994**
* **Gender :- Female**
* **Marital Status :- Single**
* **Nationality :- Indian**
* **Religion :- Islam**
* Answer telephone calls from potential customers who have been solicited through advertisements..
* Explain products or services and prices, and answer questions from customers.
* Obtain customer information such as name, address, and payment method, and enter orders into computers.
* Record names, addresses, purchases, and reactions of prospects contacted.
* Adjust sales scripts to better target the needs and interests

of specific individuals.

**SHOWROOM HOSTESS** **(25/11/2013-10/05/2015)**

**Achievements/Tasks**

* Greet, escort, seat the customers and offer refreshments (tea/ coffee)
* Enquire and understand customer queries related to vehicle type, model, specifications.
* Coordinate with other colleagues to ensure satisfactory response to customer's customer’s queries.
* Assist the customer in filling the form related to the basic information, contact details to obtain basic demographic information about each customer, using a computer system, a log sheet, or other method established by the dealership.
* Provide basic information related to accessories/value added or special services and transfer the lead to accessory/VAS sales executive for detailed discussions.
* Provide information when requested and promote organization’s services, facilities.
* Escort or remain in continuous contact while the customer stays in the frontal area of the showroom
* Wish the customer before he leaves the showroom and enquire if his visit was satisfactory.
* Take a feedback from the customer at the time of his leaving on whether his visit was satisfactory and all his queries were adequately addressed or no.

**EDUCATION**

**Bachelor in Computer Application**

Indira Gandhi Open University (IGNOU)

05/04/2013-30/08/2016

**DECLARATION**

I hereby declare that all the information given above is true to the best of my knowledge and belief.

DATE .................................

PLACE ................................. FARHEEN