|  |
| --- |
| C:\Users\Abdulla\Desktop\mumtaz.jpg |

MS. MUMTAZ

E-mail: **mumtaz.383022@2freemail.com**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**SUMMARY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Dedicated Secretary cum Sales Coordinator / Customer Service Executive, 18 years experience in UAE motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales target. Reliable and driven, with strong time management and prioritization abilities.

Proven experience providing customer support in busy call center environments for freight forwarding industry employers. An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty. Strategic-relationship and partnership-building skills -- listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**CAREER OBJECTIVES**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A versatile motivated and committed professional with good knowledge and experience of Freight Forwarding and Shipping, now keen to move ahead in a challenging position. A good communicator at all levels, who enjoys meeting challenges and seeing them thru, while remaining confident under pressure. Capable of prioritizing and managing heavy workflow to optimize time and resources and meet deadlines independently with ease and efficiency.

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **HIGHLIGHTS** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Courier enquiries
* Excellent in establishing firm relationships with customers
* Freight enquiries in Air/Sea and Land
* Conflict resolution expert
* Courteous demeanor
* Sharp problem solver
* Energetic work attitude
* Service-oriented

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **EXPERIENCE**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **Senior Secretary cum Sales Coordinator, 09/2003 to 02/2018** **Aramex Abu Dhabi LLC** – Abu Dhabi, UAE |

* Handle customer inquiries in Freight Cargo, Domestic, Express Outbound, Inbound courier services, complaints, and service requests.
* Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions.
* Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.
* Assist Customer Relationship Manager in day-to-day administration of the work.
* Rates Enquiries, queries on shipments, Air, Ocean & Land Cargo Quotations.
* Handling products like Domestic, International Couriers and Freight enquires.
* Updating customers on the status of their Cargo shipments at domestic and international level.
* Attend Customer complaints and initiating necessary solutions, queries, and enquiries.
* Follow up on shipments from pick-up till the final status of delivery.
* Sales call. Maintaining Customer files & their data base.
* Dealt with customer service concerns and complaints, by phone and in-person.
* Handling customer’s suggestions and queries. Cultivate positive and enduring relationships with customers.
* Filling up the Air Way Bills with correct details of both shipper and receiver either in cash basis or through the pre-paid basis personally when ever need arises.
* Ensuring the goods which are being forwarded are the same as listed in the packing list.
* Handling the incoming and outgoing shipments, arranging deliveries, tracking the shipments through online software packs such INFOAXIS.
* Played a key role in increasing retention as well as satisfaction of clients.
* Acting as a contact between a company and its existing and potential markets.
* Gaining a clear understanding of customers' businesses and requirements.
* Making accurate, rapid cost calculations, and providing customers with Cargo quotations.
* Advising on forthcoming product developments and discussing special promotions.
* Negotiating variations in price, delivery and specifications with managers.
* Ensure effective internal communication both within the Sales, Customer Support and Marketing team.
* Establishing excellent customer relationship to gain their confidence by listening to their day to day queries, problems and to solve them in timely manner.

|  |
| --- |
| **Customer Service Executive, 10/1998 to 10/2001****Aramex Emirates LLC** – Dubai, UAE |

* Assist Operations Manager in day-to-day administration of the work.
* Plan, organize & prioritize multiple tasks and activities to meet customer needs.
* Attending telephone calls & recording collection data particulars.
* Follow-up of collection calls & ensuring prompt delivery.
* Attending to customer complaints and initiating necessary solutions.
* Assist the sales department by promptly communicating particular customer inquiries thereby augmenting sales.

|  |
| --- |
| **Export and Quality Control Assistant, 06/1995 to 05/1998****Burlington’s Export,** Mumbai, India |

* Export Documentation & Control
* LC Documentation, Bank documentation etc.
* Correspondence.
* Follow up on orders and record maintenance

|  |
| --- |
| **Media Assistant, 03/1994 to 03/1995****Mid-Day Publications,** Bombay, India |

* Assist Advertising Manager in their day-to-day administration of work.
* Plan, Organize & prioritize multiple tasks and activities to meet customer needs.
* Attending telephone calls & recording advertising data particulars.
* Attending to customer complaints and initiating necessary solutions.
* Assist the sales department by promptly communicating particular customer enquiries thereby augmenting sales.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **PERSONAL** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Nationality : Indian

Date of Birth : 10th June, 1967

Marital Status : Married

Visa : Husband’s Visa

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **CERTIFICATIONS**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* M.A. in Sociology from Bombay University
* B.A. in Sociology from Bombay University
* Exposure to the following Computer software like MS Word, Excel, PowerPoint

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ HOBBIES \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Reading
* Interaction with people and make friends
* Like to know about diverse culture, their values & beliefs