

Email: shahbaz-393966@2freemail.com

# WORK EXPERIENCE

## Senior Customer Service Executive

*2015 – Present*

*Ahalia Exchange is a UAE based company dealing primarily in*

*Dubai*

# SKILLS

Time Management

Adaptability and Flexibility

* Negotiation & Persuasion
* Strong Work Ethic

*remittances and foreign exchange. The company is headquarteredVer in Abu Dhabi, UAE, and operates through 30 branches across the country.*

*Achievements/Tasks*

Corresponding with customers for determining the queries and expediting corrective measures to ensure complete customer’s satisfaction.

Contributing signiﬁcantly in Digital Marketing and Marketing related activities and Promotions.

AML and Compliance analysis, ensuring that the company functions in a legal and ethical manner while meeting its business goals.

####

Team Handling

Verbal & Written Communication

Commercial Awareness

**REWARDS AND RECOGNITION**

Promoted as Senior Customer Service Executive after completion of one year

*Al Ahalia Money Exchange Bureau*

**Quality Analyst**

*2011 – 2014*

*India*

#### Awarded as the winner of the Risk and Fraud Prevention Campaign

*Al Ahalia Money Exchange Bureau*

*A leading Australian based Business Process Outsourcing company in India.*

*Achievements/Tasks*

Supporting IT Service Desk with all compliance activities like call audits, feedback, reporting on issues and repetitive issues identiﬁed etc.

Ensuring that the correct guidelines are being followed based on the principles of the Telecom Industry to cater customer’s needs.

#### Awarded Certiﬁcate of Appreciation (2012)

*Choice Force InfoTech*

#### Achieved the Best Quality Analyst of the year. (2013)

*Choice Force InfoTech*

# LANGUAGES

**EDUCATION**

## Bachelor of Arts (English)

### Calcutta University

*2007 – 2010*

*Courses*

French Language certiﬁcate course for beginners

*West Bengal, India*

Date of Birth : 17 Nov 1987

Visa Status : Residence Visa

English

*Full Professional Proﬁciency*

Bengali

*Full Professional Proﬁciency*

# BASIC INFO

Hindi

*Full Professional Proﬁciency*

Urdu

*Full Professional Proﬁciency*

Nationality : Indian