

Uzma Sayyed

Address : Al Karama, Dubai

Mobile - +971582994904

Email Id- uzma.sayyed0107@gmail.com

Professional Summary

Customer Service professional / Admin with a demonstrated commitment to providing incredible service for the past 3 years. Strong communication skills that allow me to listen to a customer's problem and suggest acceptable solutions. Quick and thorough decision maker with the ability to resolve customer concerns while keeping everyone satisfied. Dedication to keeping my skills and knowledge up to speed by learning new computer software, working with innovative customer service approaches and being part of a team of knowledgeable colleagues.

Experience

➤ **Energys Infotech India Pvt Ltd (Mar 2017- Nov 2017)**

Position- Customer Support Senior Executive -Product

- Handle customer inquiries, complaints, billing questions and payment extension/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.
- Coordinate with other department and administrative functions to support the Management.
- Cross-train in every department to learn new product lines and procedures, and fill in for other associates as needed .
- Shared best practices and knowledge with colleagues and teams helping achieve the department sales targets.
- Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Commended for initiative, persuasiveness, intense customer focus and dependability.

➤ **Timesaverz Pvt Ltd (Dec 2015- Oct 2016)**

Position- Product Support Senior Executive

- To act as liaison between internal team and external customers/stakeholders.
- Ensure company's policies, process and procedures are followed.
- Managing admin and operation activities as an when require.
- Learning about organization's products or services and keeping up to date with changes.
- Operate office equipment such as scanners, copiers, and phone systems; and use computers for spreadsheet, word processing, database management, and other applications.

- Scheduling and allocation of jobs to the executive and ensuring its done and closed in the given deadline.
- Preparing Quotation based on the actual/inspection as per client requirement and follow up is done on same.
- Investigating and solving customers problem, which may be complex or long- standing problem.
- Coordinating with different departments of the organization for customer query and feedback.

➤ **First Advantage Private Limited (Sept 2014- Dec 2015)**

Position- Customer Service Executive

- Handled customer interactions
- Overcame clients objections/rejections to company products and convinced them
- Answered calls professionally providing complete information about products, take/order cancels or obtain details about complaints
- Followed up ensuring relevant actions were taken on clients complaints
- Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications.

Education & Training

- **Masters** in Management Studies (**M.Com**) Mumbai University in 2013-2015
- **Bachelor** of Management Studies (**B.M.S**) from Mumbai University with First Class in 2013.
- Attended in house customer service training and product trainings.

Skills

- Strong organizational, administrative and inter-personal skills
- Workload and time management
- Excellent telephone manner
- Dedicated, driven and pro-active
- Confident communicator
- Supportive of staff members
- Able to remain calm in challenging situation

Personal Profile

- Date of Birth: 07 June 1992
- Gender: Female
- Marital Status: Married
- Nationality: Indian
- Passport no: R1188849
- Nationality: Indian
- Visit Visa: 3 months Visa expiring on 8th May 2018.