



Syed Fouzia Fathima

Customer Service, Admin, Coordinator

PROFESSIONAL EXPERIENCE

Telecommunication Assistant

Al Mindasah General Trading LLC, Dubai, UAE

June 2023– Present

- Coordinating and scheduling Client shipments, ensuring timely and efficient delivery.
- Addressing client queries and providing accurate information and solutions.
- Validating customer details, follow up on shipment statuses, and prepare rescheduling reports.
- Creating refund and return AWBs, and manage dispatch sheets.
- Collaborating with team members to ensure smooth operations.

Customer Support Associate

Touch of Elizabeth Arts, Chennai, India

May 2016 – April 2023

- Handled incoming calls and emails, providing quick and effective customer support.
- Resolved customer queries and complaints, focusing on customer satisfaction.
- Collaborated with customer service teams to meet customer and product satisfaction goals.
- Consistently met or exceeded call and sales assist quotas.
- Updated customer information and ensured confidentiality data.

Customer Service Representative

Thinksynq Solutions Pvt. Ltd, Chennai, India

June 2015 – April 2016

- Built strong customer relationships, ensuring retention and satisfaction.
- Provided exceptional customer service to both new and existing clients.
- Managed data entry for sales figures and metrics, maintaining an organized filing system.
- Handled administrative duties for the company and its executives.

CONTACT

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Abu Hail, Dubai, UAE.

Career Objective

I bring over 9 years of experience in Customer service and support, consistently delivering exceptional service and driving customer satisfaction.

I aim to apply my skills in a dynamic organization, contributing to team success while achieving both company goals and my own professional growth through innovation and collaboration

EDUCATION

Bachelor of Commerce

S.I.E.T Women's College, University of Madras | 2015

KEY SKILLS

Microsoft Office



Data Management



Customer Service



Team Collaboration



ADDITIONAL SKILLS

Communication



Time Management



Problem Solving



Languages: English, Urdu, Hindi and Tamil

Personal Details:

Nationality: Indian

Marital Status: Married

Age: 29 Years

Visa Type: Employment