

MOHAMED FASITH A.J

SENIOR CUSTOMER SERVICE



PLACE: Dubai – UAE

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PROFESSIONAL SUMMARY

Customer service professional with background in leading international support teams to deliver exceptional client experiences. Proven ability to foster strong team collaboration and adapt to dynamic environments. Known for strategic problem-solving and effective communication skills.

SKILLS

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| <ul style="list-style-type: none">• Excellent customer service• Airline reservation system• Hotel accommodations• Travel research• Visa processing• Client relationship building• Administrative tasks | <ul style="list-style-type: none">• Sales proficiency• Destination knowledge• Tour guiding experience• Travel insurance• Group travel coordination• Currency conversion savvy• Hotel booking systems |
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EXPERIENCE

SENIOR CUSTOMER SUPPORT OFFICER

June 2023 – December 2023

RADISSON BLU | CHENNAI, INDIA

- Enhanced team productivity by mentoring junior support staff and sharing best practices.
- Maintained detailed records of all customer interactions, allowing for seamless follow-up on unresolved issues.
- Collaborated with other departments to address recurring technical issues and improve system functionality.
- Increased first-contact resolution rates by offering thorough guidance during initial interactions with customers.
- Established rapport with customers through effective communication techniques and genuine interest in their needs.
- Assisted in the creation of customer surveys to gather valuable feedback and identify areas for improvement within the support department.
- Listened to customers' questions and concerns to provide answers or responses.
- Collected customer information and analyzed customer needs to recommend potential products or services.

CUSTOMER SERVICE & TRAVEL COUNSELOR

January 2022 - February 2023

NORTH AMERICAN SERVICE CENTRE | ABU DUBAI, UAE

- Developed strong relationships with vendors, securing exclusive deals and discounts for travelers.

- Streamlined booking processes for increased efficiency and reduced turnaround time.
- Identified opportunities for process improvement in order to reduce costs while maintaining high levels of customer satisfaction.
- Arranged travel accommodations for groups, couples, executives, and special needs clients.
- Worked diligently under pressure during peak travel seasons without compromising quality standards.
- Collaborated with team members to ensure seamless service delivery for international clients.
- Utilized CRM system effectively to track client interactions efficiently manage workload.
- Educated travelers on local customs, culture, and safety precautions to enhance their overall experience abroad.
- Increased sales revenue by upselling ancillary services like travel insurance and tour packages.
- Stayed up-to-date on industry trends and changes in travel regulations to offer informed guidance.

CUSTOMER SERVICE EXECUTIVE

December 2020 - October 2021

STYLEMYBEDROOM.COM | LONDON, UK

- Provided company information and policies to customers upon inquiry and answered questions via phone, email, or online chat.
- Enhanced customer satisfaction by promptly addressing inquiries and resolving issues.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement.
- Resolved customer billing errors by researching issues in system, asking open-ended questions, and determining root causes of problems.
- Reduced average call time through efficient problem-solving skills without sacrificing quality of service provided.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Reduced process inconsistencies and effectively trained team members on best practices and protocols.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Investigated and resolved accounting, service and delivery concerns.

EDUCATION

- **Bachelor of Science (B.Sc.) LIFE SCIENCE**

August 2018

BHARATHIDASAN UNIVERSITY | Tiruchirappalli, INDIA

LANGUAGE

ENGLISH

MALAYALAM

TAMIL

FRENCH(Learning)