



MOHAMMAD ASHIQ

Customer Service Officer

CONTACTS

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ADDRESS

Ajman, United Arab Emirates

ABOUT ME

To be part of an esteemed organization and work with creative and dedicated people and contribute to the best of my abilities towards the benefit of the organization and myself.

SKILL

- E-claim, Riyaiti and Other DHA Applications

LANGUAGES

WORK EXPERIENCE

CUSTOMER SERVICE SUPERVISOR 📍 AJMAN

Thumbay University Hospital

Jan 2019 - Apr 2025

- Spearheaded a team of customer service representatives, driving high-quality support and maximizing customer satisfaction.
- Tracked and enhanced team productivity and service quality by monitoring key performance indicators.
- Elevated staff expertise through regular training sessions focused on communication skills and product knowledge.
- Expertly handled complex customer issues, ensuring consistently positive customer experiences.
- Streamlined support operations by implementing effective customer service protocols and procedures.
- Fostered interdepartmental collaboration to leverage customer feedback for service enhancement.
- Delivered targeted performance feedback and coaching, contributing to team members' professional development.
- Utilized customer service metrics analysis to identify trends and formulate improvement strategies.
- Managed workforce scheduling to ensure optimal staffing levels for uninterrupted service.
- Led team meetings to align on objectives, disseminate updates, and promote transparent communication.

PATIENT RELATIONS OFFICER

Thumbay Group, Ajman, UAE

Jun 2017 - Jan 2019

- Managed patient inquiries and concerns, ensuring timely and empathetic resolutions.
- Collaborated with healthcare teams to improve patient experience and satisfaction.

- ENGLISH,HINDI,ARABIC,KANNADA,TAMIL,MALAYALAM

DRIVING LICENSE

Driving license category
UAE LICENSE

- Developed and implemented patient relations policies and procedures.
- Conducted patient satisfaction surveys and analyzed feedback for service improvements.
- Facilitated communication between patients, families, and medical staff.
- Addressed and resolved formal patient complaints in accordance with regulatory guidelines.
- Trained and supervised junior patient relations staff and volunteers.
- Maintained confidentiality of patient information in compliance with HIPAA regulations.
- Organized patient focus groups to gather insights on service enhancement.
- Prepared reports on patient relations activities and outcomes for management review.

EDUCATION

2017

MASTERS IN BUSINESS ADMINISTRATION

Mangalore University 2017

2015

BACHELORS IN COMMERCE

Mangalore University