



FAHAZ HAMEED

CUSTOMER SERVICE

CONTACT

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Dubai

EDUCATION

JAIN UNIVERSITY

- Bachelor of Business Management

UNIVERSITY OF WASHINGTON

- Communication & Public Speaking

SKILLS

- Communication Skills
- Empathy
- Problem-Solving Skills
- Time Management
- Product/Service Knowledge

LANGUAGES

- English
- Arabic
- Hindi
- Malayalam

PROFILE

I am dedicated to delivering exceptional customer service. With a strong commitment to ensuring customer satisfaction, I thrive in environments that value attention to detail and organizational excellence. I am eager to apply my skills and contribute effectively to customer service operations in a dynamic work setting.

WORK EXPERIENCE

Al Saqer Group

2023 - PRESENT

Customer Service

- Providing Assistance:** Assisted customers in person, over the phone, or via email to resolve inquiries, provide information, and address concerns promptly and courteously.
- Handling Transactions:** Processed sales transactions accurately, including cash handling, credit card transactions, and refunds according to company policies and procedures.
- Resolving Issues:** Managed and resolved customer complaints and issues effectively, ensuring customer satisfaction and retention.
- Product Knowledge:** Developed a deep understanding of company products and services to provide accurate information and recommendations to customers.
- Maintaining Records:** Maintained accurate records of interactions with customers, transactions, inquiries, and complaints in accordance with company guidelines.
- Promoting Products:** Proactively promoted company products and services to customers to increase sales and enhance customer experience.
- Team Collaboration:** Collaborated with team members and other departments to ensure seamless customer service delivery and resolution of complex issues.
- Adhering to Policies:** Adhered to company policies, procedures, and standards of customer service to uphold the company's reputation and customer satisfaction.
- Continuous Improvement:** Contributed to continuous improvement initiatives by providing feedback on customer issues and suggesting process improvements to enhance efficiency and customer service delivery.

CERTIFICATES

Professional Customer Service Certificate - Zendesk (USA)

Professional Administrative Assistant Certificate - Microsoft (USA)