



# Afreen Nasreen M

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## Objective

Client-focused and adaptable professional with 1+ year of experience in customer service and process operations. Skilled in handling client communications, data management, and administrative support. Seeking a dynamic role in Dubai to contribute to business efficiency and enhance client satisfaction.

## Experience

- Cognizant Solutions India Pvt Ltd** August 2023 - May 2025  
Process Executive  
Delivered prompt and professional voice support for client queries, ensuring high customer satisfaction.  
  
Managed and monitored client accounts, tracked invoices, and followed up on pending payments to improve receivables.  
  
Generated and reviewed billing data, assisted with reconciliation and supported AR reporting tasks.  
  
Maintained and updated internal databases with accuracy and confidentiality.  
  
Scheduled and coordinated calls, meetings, and follow-ups, demonstrating time management and organizational skills.  
  
Collaborated with cross-functional teams to resolve customer and billing issues efficiently.  
  
Followed standard operating procedures while ensuring compliance with quality standards.  
  
Assisted in reporting and documenting process changes to support operational continuity.
- Redient Security** 06/2024 - 09/2024  
Hr Intern  
A company providing various security solutions.  
  
Sourced and recruited qualified candidates for diverse roles across multiple departments.  
  
Conducted initial screenings and interviews to assess candidates' qualifications and fit for specific positions.  
  
Collaborated closely with hiring managers to gain a thorough understanding of job requirements and organizational needs.  
  
Managed candidate databases and contributed to streamlined onboarding processes.

## Education

- Dwaraka Doss Goverdhan Doss Vaishnav College** APRIL 2023  
B. Com

## Skills

- MS OFFICE (Word , Excel , Outlook , PowerPoint)
- Professional Phone and Email etiquette
- Document and Data management
- CRM & ticketing tools
- Google Workspace (Docs , Sheets , Slides)

## Personal Skill

- 1.Effective Communication

- 2.Team Collaboration
- 3.Adaptability
- 4.Time Management
- 5.Problem-Solving Attitude

## Courses

- Advanced excel certification, Udemy

## Communication

- Verbal Communication: Articulating ideas and information clearly and effectively in spoken form, whether in face-to-face conversations, presentations, or group discussions. Example: Proficient in delivering persuasive presentations to diverse audiences, conveying complex concepts in a concise and engaging manner.  
Languages Known : English & Tamil

## Key Achievement

- Resolved client issues weekly with a 95% satisfaction rate
- Reduced data entry errors through process optimization
- Coordinated hiring of 10+ candidates during internship period