



Shaik Ghouse basha

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- zainulabdinshaik@gmail.com
- Deira, Dubai, UAE
- Indian
- Single

PROFESSIONAL SUMMARY

Dedicated and Versatile professional with over 6 years of experience across customer service, Administrative support, Call Center operations and sales Consultant. Proven ability to handle multiple responsibilities, resolve client issues and drive customer satisfaction. Skilled in communication, administration and problem-solving with a willingness to learn and adapt quickly.

SKILLS

- Accounting (Tally Erp9).
- MS Word, Excel & Outlook.
- Administrative skills.
- Photoshop.
- HTML/Javascript.
- Ability to offer excellent.
- Sales Ability & Multi-tasking.
- Communication Skills.
- Problem solving skills.
- Customer service.
- willingness to learn quickly.
- Flexibility & efficiency.

work History

Customer service Representative Jan 2015 - Jan 2018
spencer Retail, Kadapa, A.P, India

- Maintained a Professional and empathetic approach with Customers.
- Responded to inquiries and resolved complaints efficiently.
- Knowing our products inside and out so that you can answer customer questions.
- Promotes New offers and New brand product information.
- Handled orders, request and documented interaction.
- Managed a Junior team and ensured smooth service operation.
- Keeping record of customer transaction, complaints and feedbacks

EDUCATION

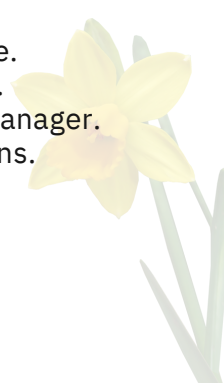
S.B.G.M. Vani E.M. High School | Kadapa, A.P, India
Certificate of Higher Education

Bhartiya shiksha parishad | India
Intermediate (GPA: 59.4)

02/2014

B.Com: Commerce - GPA 60
Bhartiya shiksha parishad UP, India
• Graduated with [B.com]

Administrative Assistant Jan 2018 - Jan 2019
spencer Retail, Kadapa, A.P, India

- Managed Incoming calls, interview scheduling and office communication.
 - Ordered office supplies and maintained database.
 - Handled internal records, reports, presentations and filing systems.
 - Handle queries from managers and employee.
 - Make Sure All staff login on time for the duty.
 - Handling Staff Attendance & Submitting to Manager.
 - Supported day-to-day administrative functions.
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LANGUAGES

- English
 - Hindi
 - Telugu
 - Tamil - Beginner
 - Arabic - Beginner
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HOBBIES

- Learning New skills
 - Gym
 - Travelling
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Call Center agent (Customer care Technical support)

Allsec Technology Ltd, Chennai,Ind 2020 - 2021

- Handled inbound calls and provided troubleshooting support.
- Assisted Customers with product issues and repair setups.
- Ensured customer Satisfaction and escalated complex cases.
- provided information on warranties, product care and service.
- Make sure Every Customer is satisfied with the call even if there issue was not resolve.

Immigration Counselor/Sales Consultant

Just Migrate now, Dubai, UAE Aug 2023 - Jan 2024

- Assist potential clients with initial inquiries and inquiries regarding visas, green cards, and citizenship.
- Communicating immigration requirements clearly and professionally.
- Conducted Zoom/Google Meet Presentation to explain services.
- Communicating with clients and understanding their immigration requirements.
- Explain the features and benefits of our product and services to potential customer.
- Closed sales and met monthly targets.
- Maintain accurate client records and provided expert immigration advice.

