



FATHIMA SURAIYA

Customer Service Assistant/ Executive - Operations/Call Center Agent/Sales Assistant.

PROFILE

I'm a Positive Motivated and customer focused individual who wants to take the career to the next level. I always take the action needed to ensure that an excellent standard of service and a high level of customer satisfaction is consistently maintained.

CONTACT

Address: - Oriental Tower,
BurJuman, Dubai.
Phone: - 0528829092
EMAIL: - naizsuri@gmail.com

PERSONAL DETAILS

Date of Birth: - 07th Of January 1993
Marital Status: - Married
Passport Number: - N6093053
Visa type: - Resident
Nationality: - Sri Lankan

LANGUAGES

- English
- Tamil
- Sinhala

SKILLS

- Excellent Customer Service. Team Work.
- Time Management.
- Friendliness & Empathy.
- Ability to build a good client base.
- Previous Retail & Sales Experience.
- Basic Computer knowledge

WORK EXPERIENCE

ALSHAYA GROUP LLC. WAREHOUSE OPERATIVE (LOGIX).

09TH of October 2023 – up to date.

Responsibilities

- E commerce picking for Bath & Body works
- Packing customers online orders
- Segregation and dispatching the orders separately to the correct courier service
- **Employee of the month for ECOM - for the month of April -2024**
- **Employee of the month for ECOM - for the month of December -2023**

ODEL plc - Sales Assistant. (Retail Store)

22nd of October 2019 – 24th of March 2021.

- Greet and welcome door step customers.
- Selling clothing's as Customer Requirements.
- Support my team to Achieve monthly targets.
- Inform customers about the store promotions and inform about the loyalty programs.
- Stock Receiving, Pricing and doing back store work.

Hellocorp (pvt) ltd – Call Center Agent.

01st of September 2014 – 30th of November 2014.

- Handled Inbound prepaid calls under Mobitel Customer care.

Aegis Services Lanka(pvt) ltd – Executive Operations.

05th of January 2013 – 31st of August 2014.

- Handled Outbound postpaid collection, Retention and Recovery calls under Airtel Backoffice.
- **Star Performer for the month of April 2013 in Aegis.**
- **Quarter Year Best Performer for the Year of 2014 in Airtel Back Office.**

Fashion Bug – Customer Service Assistant. (Retail Store)

03rd of January 2011 – 05th of December 2012.

- Greet and welcome door step customers.
- Explain the Products to the customer.
- Stock Receiving, Pricing and doing back store work.
- Support my team to Achieve monthly targets.
- Cashiering.

PROFESSIONAL QUALIFICATIONS

- Successfully completed: - **The Fundamentals of Mehendi Design** Conducted by Farhaths Mehendi. (Introduction of Mehendi, Straight Lines: - Single Lines / Double Lines / Triple Lines, Grid Fillings, Floral Fillings, Basic Shapes & Flowers, Negative Fillings, Gulf Designs, Arabic Designs, Engagement Designs, Bridal Hands, Bridal Legs).
- Successfully completed **Diploma in Nail Technology** course in Ramani Fernando Sunsilks hair & Beauty Academy. (Introduction to the Equipment in the hair and beauty industry, Client care consultation, Health and Safety, Manicure and Pedicure, Gel color Application, Tip selection Application and blending, Gel Nail Application – French Nail Tip, Acrylic Nail Application – Natural Nail Tip, 2D nail Arts and 3D nail Arts, Dipping method, Refill and Removal).
- Successfully completed **Wendy What More Academy** of Speech & Drama up to Level 06.
- Successfully completed ICDL 2009 Course in IDM which includes Microsoft office 2003. (MS Windows, MS Word, MS Excel, MS Access, MS PowerPoint, Internet & Email)

EDUCATION

Muslim Ladies Collage - [1998 – 2009]

[G.C.E Ordinary level 2008]