

# RUKAIYA KHATOON

## Customer Service

### Contact details

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+971 58 174 1680

Location: Al Mankhool, Dubai

### Professional Summary

I am a results-driven customer service executive with over 2 years of experience, skilled in driving customer satisfaction, building strong client relationships, and writing, as well. I am eager to utilize my expertise in the customer service domain of diverse sectors to contribute to a dynamic team in Dubai.

## Work Experience

### Pashtun collections, Kolkata

**Customer service executive**, July, 2022 – June, 2024

- ❖ Addressed up to 70 customer inquiries/day across email, phone, and social media channels.
- ❖ Managed communication with customers with queries related to order status, shipment tracking, and delivery schedules.
- ❖ Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently
- ❖ Focused on CSAT feedback and performed weekly surveys on customers leading to 86% of monthly CSAT score.
- ❖ Resolved customer complaints in a timely manner with an empathetic approach.
- ❖ Tracked customer feedback and relayed insights to the management.
- ❖ Collected Feedback & reported to key stakeholders to improve products & features.

### Royal research educational services, Kolkata

**Content Writer**, Sept, 2019 – July, 2020

- ❖ Created 300+ scientific content pieces for healthcare professionals and patients across various fields like life sciences, psychology, and law.
- ❖ Conducted 30+ literature reviews, summarizing scientific findings with 98% accuracy for cross-functional teams.
- ❖ Edited and proofread 250+ documents, ensuring a plagiarism rate of less than 2%.

- ❖ Delivered client-specific content in fields like marketing, strategic management, and social sciences, meeting 100% of client expectations.

## Education

### M. Tech in Biotechnology

June, 2021 – June, 2023

Maulana Abul Kalam Azad University of Technology, West Bengal

- ❖ Achieved a CGPA of 8.45 out of 10

### B. Tech in Biotechnology

June, 2015 – June, 2019

Techno India University, West Bengal

- ❖ Achieved a CGPA of 8.44/10

### High School [CISCE Board]

April, 2012-April, 2014

St. Thomas' Girls' School, Kolkata

- ❖ Percentage: 77.8%

## Skills

- |                         |                    |
|-------------------------|--------------------|
| ❖ Negotiation           | ❖ Analytical       |
| ❖ Communication         | ❖ Customer-focused |
| ❖ Persuasion            | ❖ Storytelling     |
| ❖ Adaptability          | ❖ SEO              |
| ❖ Networking            | ❖ Research         |
| ❖ Resilience            | ❖ Copywriting      |
| ❖ Problem-solving       | ❖ Time-management  |
| ❖ MS-Office proficiency |                    |

## Languages known

- English[C1]
- Hindi[C1]
- Bengali[C1]
- Urdu[B1]
- Arabic[A2]
- Bhojpuri[C1]