



Farzana Begum

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Seeking a challenging job where I can enhance my skills and implement my ideas to develop the organization and bring an element of change in my work process and I required skill set to meet the organization demands.

Profile at a Glance:

- Over 5 years of experience in Customer Service & more than 1 year in Sales
- Ability to adapt well and perform in new competitive environment with flexibility towards shifts in working and excelling under high pressure and diverse situation.
- Hard working and committed with an ability to take up responsibilities and deliver positive results
- A self-motivated and diligent team player possessing highly evolved and demonstrable communication, interpersonal and leadership skills; strong analytical mind-set to learn quickly and high confidence to draw estimation & take up new challenges combining excellent problem solving skills.

Professional Experience:

CARREFOUR CONTACT CENTRE, DUBAI.

Contact Centre Agent (From April 2018 till May 2021)

- Delivering first level support with the carrefour brands.
- Communicating with customer with high level proficiency in customer handling in order to positively present the Carrefour brand and its products and services.
- Handling day to day customers' complaints and provide better solutions with customers satisfaction.

ICICI BANK PVT. LTD. HYDERABAD, INDIA.

Customer Care Executive (From November 2015 till April 2017)

Associate-Phone Banking (Credit Cards)
(Nov 2015-Oct 2016)

- Worked as customer service executive by serving the customers on calls by answering customer queries and giving end to end resolution with 100% quality and zero errors.
- Doing Sales by Pitching for add on products like Credit card up gradations, Personal loan on credit cards, Life insurance and general insurance.

Senior Associate-Phone Banking Escalations
(Oct2016-April 2017)

- Handling the customer escalations received at Phone banking through voice, Non voice and senior management.
- Give timely and end to end resolution to the escalated cases.
- Meeting the productivity targets and ensure pending cases are resolved within the time.
- Ensure minimal write backs from customers.
- Ensure no cases get escalated to the senior management of the bank.

Accomplishments:

- Successfully complete the work set by the organization with in time.
- Consistently exceeded sales target every month.

Educational Qualification:

- M.B.A from CSI Institute of PG Studies, Secunderabad. India
- B.Com (Computers) from Wesley Degree College (Co-Ed). Secunderabad, India.
- Intermediate from Sri Sai Vignan Bharati Jr College. Secunderabad, India.
- S.S.C from Nehru High School. Secunderabad, India.

SKILLS:

- Strong verbal and personal communication skills
- Adaptability
- Time Management
- Fast Learner
- Ability to work with others to resolve problems, handle request or situation

Technical Skills:

- MS - Office
- Browsing net, emails & Outlook.
- Tally ERP9

Passport and Visa Details:

- Passport No : M3264157
- Passport Expiry : 29/10/2024
- Visa Status : Cancelled
- Expiry Date : 30/06/2021

Personal Particulars:

Date of Birth: 05th July 1991

Gender: Female

Languages Known: English, Urdu & Hindi.

Reference: Available on request