

SHAREEFA KHATHIJA

PROFESSIONAL SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.

Focused customer relations professional skilled in lead generation, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers. Offering experience in related roles, as well as passion for improving service delivery, enhancing knowledge and exceeding expectations.

WORK HISTORY

Customer Service, 08/2018 - 03/2021
Bajaj Finance , Telangana, India

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Answered constant flow of customer calls with minimal wait times.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.




EDUCATION

Master Of Business Administration, Human Resource Management , 10/2020
Kakatiya University - Telangana

Bachelor Of Commerce, Computer
Padmavathi Degree College - Telangana

PERSONAL INFORMATION

- Nationality : Indian
- Marital status : Married
- Visa status : Husband visa
- Languages known : English , Hindi

-  Ajman Uae
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SKILLS

- High-quality customer service
- Microsoft office (excel, PowerPoint , word)
- Good in tally 7.2 ERP9
- Strong collaborator
- Persuasive speaking
- Relationship building
- Self controlled
- Empathy
- Adaptability