



ZAIN UL ABIDEEN

Details:



DUBAI



054-4379748



zain.mk.2002@gmail.com

SKILLS:

- Ms-Word Proficiency
- Ms-Excel Proficiency
- Computer Skills

HOBBIES:

- Co-Curricular Activities
- Book Reading
- Photographing

LANGUAGES:

- English
- Urdu
- Hindi

TRAINING & CERTIFICATE:

- CSM (Customer Service Management)
- Driving License Holder

SUMMARY:

As an accomplished professional with 2 Years of experience as a Patient Relation Executive. I have developed strong skills in Patient Handling. I am confident in my ability to contribute to your Company in a meaningful way. Reliable Customer Service Executive talented at sustaining lasting client relationships. Dedicated to boost company's success through attention to detail and drive for excellence. Proven ability to raise customer satisfaction rates by improving internal processes.

EMPLOYMENT HISTORY:

FIELD SALES/ CUSTOMER SERVICE EXECUTIVE, Edenred, Dubai
March 2023 - April 2024

Duties and Responsibilities:

- Provide in-depth training to cardholders, to enhance their knowledge of the mobile application and its services.
- Maintain a positive, empathetic, and professional attitude toward cardholders all the time.
- Acknowledge and resolve cardholder complaints
- Generate remittance revenue by onboarding WPS cardholders to the service.
- Ensure customer satisfaction and provide professional customer support.

Patient Relation Executive, Healthhub Alfuttaim, Dubai

December 2021 - September 2022

Duties and Responsibilities:

- Respond to queries for information and access relevant files.
- Reviewing data for deficiencies or errors, correcting any incompatibilities, and checking output.
- Compiling, verifying accuracy and sorting information to prepare source data for computer entry.
- Verify data by comparing it to source documents.
- Research and obtain further information for incomplete documents.

Personal Skills:

- Ability to work in a pressurized and competitive environment.
- Hard-working and Punctual.
- Honest, Dynamic, Motivated, and committed towards work.
- Self-motivated initiative with a high level of energy.

Additional Details:

- Reference available on request
- Sponsored Visa (Own Visa)