



Nusha Fareen

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VISION AND OBJECTIVE:

A career in an organization where the potentials of my educational qualifications, knowledge and extensive experience in management, Client Relation, problem solving skills, with the ability to make well thought out decisions, and hardworking nature would be utilized, mutually beneficial and valuable for the progress and development of both as an individual and as the organization.

WORKING EXPERIENCE:

Organization : **Azizi Developments**
Designation : **Customer Care Exec**
Period : **March 2019 till date**

Tasks & Responsibilities:

- Handled all types of enquires for walk-ins, on the phone and by email.
- Facilitate different kinds of payments, explain statement details, monitored the allocation of the funds and receipt issuance.
- Negotiated terms of payments and installments, facilitated payment rescheduling requests.
- Resolved numerous clients' complaints, investigated problems and developed solutions, prepared full case summary report for management.
- Prepare the case study as per the client's request (to cancel, consolidate, swap units,) with all the information and all the supporting documents about the client.
- Provide details about statement of accounts and all the financial updates like, cash received, amounts to be transferred etc.

- Coordinate with other departments to get the detailed information about the clients unit and provide the same to client.
- Developing strong working relationships with Prospective clients.
- Record details of inquire, comments and complaints, and all the case study prepared for future reference.
- Maintain and file all records in accordance with company procedure.

Organization : **Azizi Developments**
Designation : **Handover executive**
Period : **July-2017 to February 2019**

Tasks & Responsibilities:

- Preparing the reports as per the requirements of Auditors.
- Maintenance of all records of the Engineering team and coordinating with them to complete the work.
- Co-ordinate with onsite executive for handing over the apartments ,
- Updating the detailed history of the units to be handed-over.
- Check for the client's payments status, and sending it to Contracts team for further process.
- Keeping a complete track for the units to be handed-over, get them ready for the clients
- Developing strong working relationships with Prospective clients.
- Record details of inquire, comments and complaints
- Solving Customer Queries.
- Maintain and file all records in accordance with company procedure.

Organization : **U. M. Shaikh Enterprises(India)**
Designation : **Senior HR Admin Executive**
Period : **Nov 2011- Jan 2017**

Tasks & Responsibilities:

- Developing strong working relationships with Prospective clients.
- Record details of inquire, comments and complaints
- Manage customer account and Solving Customer Queries
- Maintain and file all records in accordance with company procedure.

Organization : *Convergys India Services Pvt Ltd.(India)*
Designation : *Sr. Technical Support officer.(Microsoft)*
Period : *Nov 2006 – Aug 2009.*

Tasks & Responsibilities:

- Approaching Prospective Customers
- Building rapport and empathizing the customers
- Maintain and update all documents.
- Customer satisfaction

STRENGTH:

Positive attitude, Smart learning, possess strong analytic and problem solving skills with the ability to make well thought out decisions, Along with excellent written and verbal communication skills. Is highly trustworthy, loyal discreet and ethical with personnel management skills, hardworking, quick identification of needs & problems, good co-coordinating and ability to work actively in a team.

SCHOLASTIC CREDENTIALS:.

Bachelor's of Commerce SJMVS Arts & Commerce Women's College, Hubli, affiliated to Karnataka University Dharwad.

Master's in Commerce(Accounts and Taxation) from Karnataka University, Dharwad.

Other Courses:

Completed **Diploma in Business Applications** at Isco-Tech Computer Education, Hubli.

Diploma in Export Management at Indian Institute of International Trade, Bangalore.

PERSONAL DETAILS:

Marital Status : Married
Permanent Address : Sharjah, United Arab Emirates
Language Proficiency: English, Hindi, Urdu, Kannada

