



PROFILE

I'm a Positive Motivated and customer focused individual who wants to take the career to the next level. I always take the action needed to ensure that an excellent standard of service and a high level of customer satisfaction is consistently maintained.

CONTACT

Address: - Sharjah Tower, Al Nahda.
Sharjah.

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PERSONAL DETAILS

Date of Birth: - 07th Of January 1993 Marital
Status: - Married
Passport Number: - N6093053 Visa
type: - Visit Visa Nationality: - Sri
Lankan

LANGUAGES

English, Tamil and Sinhala

SKILLS

Excellent Customer Service.
Team Work.
Time Management. Friendliness
& Empathy.
Ability to build a good client base.
Previous Retail & Sales Experience.
Basic Computer knowledge

FATHIMA SURAIYA

Customer Service Assistant/ Executive - Operations/Call
Center Agent/Sales Assistant.

WORK EXPERIENCE

ODEL plc - Sales Assistant. (Retail Store)

22nd of October 2019 – 24th of March 2021.

- Greet and welcome door step customers.
- Selling clothing's as Customer Requirements.
- Support my team to Achieve monthly targets.
- Inform customers about the store promotions and inform about the loyalty programs.
- Stock Receiving, Pricing and doing back store work.

Hellocorp (pvt) ltd – Call Center Agent.

01st of September 2014 – 30th of November 2014.

- Handled Inbound prepaid calls under Mobitel Customer care.
- If customer is having any issues regarding the Connection network issues, has to raise a complain regarding it.
- If customer request for GPRS (internet) settings, has to send the settings and inform customer to activate it manually from a message by asking the customers phone model.

Aegis Services Lanka(pvt) ltd – Executive Operations.

05th of January 2013 – 31st of August 2014.

- Handled Outbound postpaid collection, Retention and Recovery calls under Airtel Backoffice.
- I will be getting monthly targets I should call the customer and inform about the bill payment and make customer to pay it. Every month I used to achieve 94% to 95%.
- If customer is having any issues regarding the connection or network, I should send mails to the higher management and help customer to solve his problem.
- Has to fill the ICRM after every Outbound call. If customer has a complaint regarding the connection, has to raise a complaint in ICRM too.
- If Customer is churning from the network has to call him or her Alternative number to inform about the connection status and let the customer know what are the benefits will the customer get if they reconnect the connection back.
- **Star Performer for the month of April 2013 in Aegis.**
- **Quarter Year Best Performer for the Year of 2014 in Airtel Back Office.**

Fashion Bug – Customer Service Assistant. (Retail Store)

03rd of January 2011 – 05th of December 2012.

- Greet and welcome door step customers.
- Explain the Products to the customer.
- Stock Receiving, Pricing and doing back store work.
- Support my team to Achieve monthly targets.
- Cashiering.

PROFESSIONAL QUALIFICATIONS

- Successfully completed: - **The Fundamentals of Mehendi Design**
Conducted by Farhath's Mehendi. (Introduction of Mehendi, Straight Lines: - Single Lines / Double Lines / Triple Lines, Grid Fillings, Floral Fillings, Basic Shapes & Flowers, Negative Fillings, Gulf Designs, Arabic Designs, Engagement Designs, Bridal Hands, Bridal Legs).

- Successfully completed **Diploma in Nail Technology** course in Ramani Fernando Sunsilk hair & Beauty Academy. (Introduction to the Equipment in the hair and beauty industry, Client care consultation, Health and Safety, Manicure and Pedicure, Gel color Application, Tip selection Application and blending, Gel Nail Application – French Nail Tip, Acrylic Nail Application – Natural Nail Tip, 2D nail Arts and 3D nail Arts, Dipping method, Refill and Removal).
- Successfully completed **Wendy What More Academy** of Speech & Drama up to Level 06.
- Successfully completed ICDL 2009 Course in IDM which includes Microsoft office 2003. (MS Windows, MS Word, MS Excel, MS Access, MS PowerPoint, Internet & Email)

EDUCATION

Muslim Ladies Collage - [1998 – 2009]

[G.C.E Ordinary level 2008]