



FARHEEN ZAKIR

Customer Service Executive

Contact Details

Mob:- 0569360132

**E Mail:-
khan.mona17@gmail.com**

Add:- Sharjha UAE

Languauge

English

Hindi

Skills

Excel

Word

Outlook

Hobbies

Cricket

Football

Profile

I am seeking a challenging position with a company that is rapidly expanding and offers good advancement potential. I would like a position where my hard work experience, aptitude and passion to accept challenging job can be utilized.

Education

X Pass in - 2008 From NIOS

XII Pass in - 2011 From NIOS

B.A Passin-2014 From TGOU

Experience

- ✍ **Currently working with First Flight Couriers (Middle East) L.L.C. as Customer Executive from November 2018 till date .**
- ✍ **Have Experience of 2 year in FedEx as a Customer Relations Representative Associate.**
- ✍ **Have Experience of 1 Year 7 Months in FedEx as a Front Desk Executive.**

Summary of IT Skills:

Tools/Others

Package : MS Office including Word, Excel, Power Point, Access & Outlook

Internet Technology

Internet, Downloading , Net Surfing

Operating System

Windows 95/98/2000, and XP

Personal Details

Father Name : Mr. Zakir Khan

Date of Birth : 16, May, 1991

Religion : Islam

Nationality : Indian

Passport No : P7875230

Marital Status : Unmarried

Gender : Female

Language : English & Hindi

Hobbies : Playing PC games,
Surfing on Internet

First Flight Couriers (Middle East) L L C as Customer Service Executive

- Informing customers about international hold shipment required paperwork
- Investigation of untraceable shipment
- Chque/ Payment Varification
- Reporting weekly basis achievement and performance.
- Call to customer for the above information

FEDEX as Customer Relations Representative Associate

- Investigating about Missing Shipments, Damage and Pilferage
- Giving information to the customer for Regulatory Paperwork & needful Document by mails and calls.
- Sending require document and information by mail and hard copy.
- Attending calls from the costumer for various queries
- Preparing Freight Certificate / Landing Certificate.
- Coordinating with vendors
- Booking International & Domestic Shipments.
- Tracking Shipments.
- Arranging urgent deliveries.
- Claim settlement.

FEDEX as Front Desk Executive (IGI Airport New Delhi)

- Attending the calls.
- Tracking shipments.
- Making call to the costumer for shipments.
- Giving the information to the visitor.
- Arranging meeting room.
- Sending attendance to hr.
- Issue delivery order.
- Sending excel reports.

Other Qualification / Certification

Having 3 Months computer diploma for Datapoint.

Other Find Me:

Hardworking, Sincere and Friendly
Fluency in English - Reading Writing & Speaking