



# Arwa Kothawala

## Customer Service Executive

Customer Service Representative with more than 6 years of experience in telephone customer service, including sales, claims settlements and customer care. Familiar with major customer service software, backend process, conflict resolution and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

✉ arwacw43@gmail.com

☎ 0527978572

📍 Sharjah, United Arab Emirates

📅 01 August, 1993

## WORK EXPERIENCE

### Customer Service Executive Dizabo General Trading LLC

11/2018 - Present

Dubai, UAE

E-commerce company

Achievements/Tasks

- **Handling calling system Inbound and Outbound** including signing up new customers, retrieving customers data, presenting relevant information about the products and cancellation of the products.
- **Training & Development** new employees in the team by cold calling and company software for entering customer data and organizing customer interaction logs.
- **Uploads of the product** into the software and making sure the accuracy of the products uploaded into the website by the whole team.
- **Order Management:** Tracking and monitoring all the orders received till dispatch of the orders to the customers received through application and website.
- **Riders Management:** Tracking daily activity of 250 plus riders and assigning them orders on timely basis and recording their no. of orders delivered each day.
- **Resolving Issues of the customers** if orders gets cancelled or delayed and achieving the customer satisfaction.

### Customer Service Representative/Claims Specialist DHL Infrastructures Ltd. / Process (KIWI.COM)

08/2016 - 10/2018

Indore, India

Business Process Outsource and Infrastructures

Achievements/Tasks

- Booking and Cancellation of flights and adding extra baggage into the itinerary.
- Identifying opportunities when there is sudden change in booking system or update due to closures depending on the situation and settling the claims of the customers.
- Increased customer/airlines satisfaction by communicating with customers/airlines for booking and cancelling the flights and settling customers claim on timely basis.

## CERTIFICATES

Company Secretary (Executive level) cleared (08/2015 - 08/2019)

Institute of Company secretaries India

## EDUCATION

### PGDBM (Post Graduation Diploma in Business Management)

Wigan & Leigh College India

07/2015 - 07/2017

Mumbai, India

Courses

- Finance and Human Resource

## SKILLS

Attention to detail

E-commerce

Excellent Communication Skills

Customer Service

Tele Calling

Data Entry

Service & Support

Order Management

Riders Management

Training & Performance Management

Conflict Resolution

## ORGANIZATIONS

Tech Mahindra Pvt Ltd. (10/2015 - 07/2016)

Financial Analyst & Claims Specialist

HDFC Ergo (05/2015 - 09/2015)

Financial Analyst

## HONOR AWARDS

Jump Certification (01/2019 - Present)

Teleperformance india

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Urdu/ Gujrati

Native or Bilingual Proficiency

## INTERESTS

Swimming

Social Media

Music

Travelling

Photography

Baking