



# MARIAM MOHAMMED SADIQ

> Customer Service Agent

## CONTACT

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- Butina, Sharjah

## PERSONAL INFO

A responsible student with good judgement, effective time management, outstanding interpersonal, communication, and creative thinking abilities. I'm aiming to use my skills to successfully fill the position at your company.

Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

## SKILLS

- Time management
- Quick learner
- GAM Software
- GDE Software
- LIMS Software
- MS Office- Word, Excel, & Powerpoint

## CERTIFICATIONS

Certification ID: CHRMP2221112073

## EDUCATION

### IATA - Foundation of Travel & Tourism Diploma

Blue Ocean Academy

2022

### Certified Human Resource Management

Professional (CHRMP)

Blue Ocean Academy

2022

### Bachelor of Science- Business Administration (BBA)

University Of People

2020-2024

### Secondary School

Radiant School, Sharjah

2005-2015

## EXPERIENCE

### Customer Service Agent

2021-Present

Amazon

- Help a variety of Amazon customers by phone, e-mail and/or chat.
- Actively problem solve and innovate on behalf of customers with good judgment to ensure the appropriate customer outcome.
- Ability to empathize with and prioritize customer needs..

### Customer Service Executive

2019-2021

Dubai International Airport T3

- To provide world class customer service to all the passengers travelling through Dubai Airport and to assist operational teams and service partners and delivering the best possible operational standards in all aspect of the passenger journey.
- Assisted the passenger's journey from check- in Depart, Central screening Boarding Gates, and Arrival Immigration.

### Ticketing Agent (Internship)

2018

Uranus Tours and Travels, Dubai

- Observed how tickets are issued through Amadeus software.
- Noted how holiday packages are made based on customer requirement and their needs, budget and expectations.

### Assistant Accountant

2017

Amer- Al Nazih Government Services

- Responsible for admin and maintaining accounts of the company. Also responsible for customer communication task.
- Got an Opportunity to gain experience in preparing invoices, preparing invoices, follow emails,
- Excellent in maintaining all file records up to date.