



# SABA ABUBAKER

To obtain a challenging and responsible position where I can contribute to the growth and success of the organization using skills acquired from my education and work experience.

Outstanding conceptual knowledge and delivery skills with experience in handling inbound and outbound calls, emails etc.

## PERSONAL

- Name**  
Saba Abubaker
- Address**  
Flat no 108, Sunrise building, Al Nahda 2  
Dubai UAE
- Phone number**  
971554242163
- Email**  
saba.abubaker@hotmail.com
- Date of birth**  
16-12-1987
- Place of birth**  
Hyderabad
- Gender**  
Female
- Nationality**  
Indian
- Marital status**  
Married
- LinkedIn**  
<https://www.linkedin.com/in/saba-abubaker-60011b13a/>

## INTERESTS

- Reading
- Gardening

## LANGUAGES

- English ★★★★★
- Urdu ★★★★★
- Hindi ★★★★★
- Telugu ★



## WORK EXPERIENCE

- Jan 2016 - Oct 2018 **Seller support associate**  
**Amazon India, Hyderabad**  
Achieving metrics targets by reverting on emails to the seller.  
Managing solutions emails, calls & chats with the seller for amazon.com which could be queries, concerns, category approvals etc.  
Assisting customers with queries related to information on the website.  
Maintaining individual customer solutions MIS to share with supervisor.  
Took active part in the OT target scheme.
- Oct 2012 - Jun 2014 **Telesales executive**  
**Abu Dhabi Commercial Bank, Dubai**  
Achieving sales target by cross selling over the phone.  
Penetrating on existing customers by offering the other eligible products, part of the cross sell activity.  
Maintaining individual customer database and follow up for any after sales assistance, apart from taking references.  
Provide a periodic report to the manager on the team contribution and requirement individual basis.  
Attend the sales, product and compliance trainings and updates on the current promotions in the bank.  
Selling of NRI products to eligible customers, apart from the educational loans, smart loans and all credit cards.  
Coordinating with the field visit officer for all customer related queries.
- Oct 2009 - Feb 2011 **Customer service representative**  
**ADP Private Limited, Hyderabad**  
Receiving inbound calls and making outbound calls on requirement.  
Other team responsibilities included taking supervisory calls and handling the team.  
Creation of all performance reports and assisting the supervisor for finalizing the variable incentive payouts on a monthly basis.  
Addressing all queries with regards to the taxes accountable and payable by the customers.  
Tracking team performance and sharing of best practices in team meetings.  
Conducted presentation with regards to performance review.  
Assist new hires such that they are productive on the floor in the shortest possible time frame.  
Organizing of trainings for the team for enhancing customer service skills.  
Provide a periodic report to the manager on the team development and requirement individual basis.



## ACHIEVEMENTS

Awarded the seller experience award for Q1 in 2016, within 2 months of joining.  
Awarded the quality certificate for 2 consecutive months in 2010.  
Awarded top gun for the batch of 2009-2010  
Successfully completed training on Voice and accent training & process training and stellar service training.  
Awarded the product champion, award for liabilities accounts.

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## EDUCATION AND QUALIFICATIONS



Jun 2006 - Mar 2009

**Bachelor of commerce**

Osmania university, Hyderabad, india

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## REFERENCES

References available on request.

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## SKILLS

Proficiency in computer applications



Good Customer relationship



Ability to perform task independently



Good interpersonal skills



Ability to maintain cool in every situation



## VISA STATUS

Visit visa valid till June 2022