



# MARIYAMBI SHAIKH

## CUSTOMER RELATIONSHIP MANAGER

- Sharjah, UAE
- 050-237-1581
- mariyambishaikh@gmail.com
- Resident Visa - Husband Sponsor

### CARRIER SUMMARY

Highly organized and diligent professional drawing upon 7 years of experience to attract and secure key players in building long lasting business relationships. A proven tactical planner with the ability to understand the competitive situation and need of the market. An ambitious individual aiming to work in a globally competitive environment and with a potential for knowledge and career advancements.

### CORE COMPETENCIES

- Oral and Written Communications
- Value Added Tax Preparation
- Bookkeeping, Account Reconciliations, Payroll
- Office Administration
- Positive Teamwork and Collaboration
- Tally ERP9, Peach Tree, QuickBooks and Microsoft Office Suite

### LANGUAGES PROFICIENCY

- Arabic — Beginner
- Hindi/Urdu — Native
- English — Fluent
- French — Beginner
- Malayalam — Native

### EDUCATION

Bachelor of Business Administration (BBA)	Sikkim Manipal University, India.	2019
+2 (PUC)	Board of Higher Secondary Education, Kerala.	2007
10th (SSLC)	Board of Secondary Education, Kerala.	2005

### PROFESSIONAL EXPERIENCE

**Customer Relationship Manager** **January 2017 – December 2020**  
***Eternal Management Consultants LLC, Ajman, UAE.***

- Develop and implement standards for ensuring customer satisfaction, dependence, and product/service patronage.
- Direct and supervise the activities of customer relationship team to ensure they comply with acceptable standards.
- Utilize CRM tools in monitoring performance, managing pipeline reports and identifying new business opportunities.
- Collaborate with marketing/sales staff to develop personalized approach to product sales and marketing.
- Contact clients via calls, emails, or meetings to ensure they are satisfied with purchased products/services.
- Utilize online social media platforms to engage with customers and provide quick assistance and resolution of client problems.

- Conduct effective surveys to discover the public perception and customer opinion regarding a product, brand, or service.
- Communicate with clients to identify their requirements and make appropriate adjustments necessary for meeting client needs.
- Establish work objectives and implement strategies effective for realizing set goals.
- Travel to various locations to solidify the relationship between a company and its client.
- Keep record of all customer information, requirements, and preferences.
- Follow up on customers to ensure they are satisfied with product/service received.

#### **Office Administrator**

**January 2016 -January 2017**

##### ***Speed Businessmen Services LLC, Dubai, UAE.***

Have received great appreciation and customer network by providing reliable and up to date communication with the customers. With my service highly raised the standard of customer satisfaction in the business.

- Executed administrative tasks such as preparing quotation, accepting revert quotations, scheduling appointments, sending and receiving documents.
- Expertise in government process like MOA (memorandum), tradename registration, initial approval, DED for payment voucher, visa process and labor quota applications.
- Kept records of customer interactions and transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Refer unresolved customer complaints to designated departments for further investigation.
- Promptly scheduled appointments to both customers and department.
- Manage Accounts payable & Receivable processes, daily petty cash and collections.
- Responsible of drafting balance sheets, invoices, receipts and monthly reports.

#### **Single Owned Business**

**September 2013 – September 2016**

##### ***Shareen Fashion, Kerala.***

Shareen Fashion is a premium boutique providing customers with exclusive designer wear and wedding costumes. We have been successfully helping our customers to make their dream events more glamorous and unique with our exclusive range of collection and grooming.

- Partnering with designers and suppliers to bring right choice of material to the customer.
- Personally, skilled in embroidery and tailoring operations which resulted in maintaining our quality consistently.
- Was responsible to close deals with suppliers which benefit both designers and customers.
- Social media marketing was the major part in the success of the business.

#### **Accountant**

**October 2012- March2015**

##### ***National Driving School, Kerala.***

Supporting the business by assisting to produce accurate financial and management accounting information on which financial decisions are based. Also involved in compiling financial reports and analyses.

- Proactively identifying business improvement opportunities.
- Assist in the preparation of monthly balance sheet account reconciliations.
- Preparation of financial accounts including budgets and cash-flow.
- Knowledge of Accounts Payable & Receivable processes and procedures.