



ROCKY KUMAR SAH

CUSTOMER SERVICE ASSOCIATE

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0582257461

Dubai, United Arab Emirates

20 November, 2000

Seeking And Position An Organization To Use My Excellent Customer Service Experience And People-oriented Skills To Enhance Customer Loyalty And Deepen Client Relationships.

EDUCATION

BBA

Capital University College

04/2021 - Present

Sharjah, UAE

Courses

- Business Management
- Accounting
- Business Studies

Higher Secondary

Nepal APF College

01/2017 - 08/2019

Kathmandu, Nepal

Courses

- Physics
- Biology

WORK EXPERIENCE

Customer Service Associate

Innovation-Pure Health

11/2021 - Present

Dubai, UAE

Achievements/Tasks

- Greet customers warmly and ascertain problem.
- Work with customer service manager to ensure proper customer service is being delivered.
- Maintains a satisfactory level of quality and productivity per department standards.

Patient Relation Executive

Al Futtaim Health-Hub

04/2021 - 09/2021

Dubai, UAE

Achievements/Tasks

- Handling Cash And Customer Complaints.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Maintains a filing system and protects confidential customer information. Performs regular backups to ensure data preservation.

Customer Service Representative

Motion Gate

01/2021 - 03/2021

Dubai, UAE

Achievements/Tasks

- Prepares, compiles, and sorts documents for data entry.
- Verifies and logs receipt of data.
- Reviews data for errors, missing pages, or missing information and resolves any discrepancies.

SKILLS

Technical knowledge

Team Work

Problem Solving

Interpersonal Skills

Conflict resolution

Decision-making

Time Management

LANGUAGES

Nepali

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency

English

Full Professional Proficiency

INTERESTS

Travelling

Sports

Photography