

AKSHA NATH



971501298132



akshanath@gmail.com



Dubai, United Arab Emirates

EXPERIENCE

01/2021 - 12/2021

Customer Care Coordinator

SAFCO International Trading LLC | Dubai, UAE

- Reporting to Managing Director and responsible for day to day follow up, administrative functions of customer care and sales department.
- Responsible for maintaining accurate service records to ensure timely and appropriate customer service delivery and customer satisfaction.
- Review and record all service requests to ensure accurate information is available for clients.
- Coordinate with predelivery department to schedule the delivery.
- Answer all phone calls and emails directed to the customer care department and deal with them as possible or provide detailed information to forward on appropriate sales executives.
- Resolved customer queries over phone and by email.
- Input customer information, call notes and personal data onto internal database.
- Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Employed knowledge of latest company policies, escalating critical issues and monitoring queries in line with best practices.
- Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment.
- Any task assigned by Director or Senior Management as needed.

01/2016 - 11/2020

Administrative Assistant

Gulfway Trading LLC | Sharjah, UAE

- Provides support to the manager and prepares LPO.
- Handling variety of office tasks like coordinating the delivery of items and follow-up through telephone for the on time delivery of goods.
- Providing real time scheduling support by booking appointments and preventing conflicts.
- Material Purchase by comparing the market rates and provides the information to sales department for the quotations.
- Booked and coordinated equipment maintenance to meet operational needs.
- Answered phones and performed clerical office functions to address queries, concerns and issues, escalating complaints to management.
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- Trained and helped less experienced staff manage workloads and assignments, facilitating fulfilment of organisational objectives.
- Maintain polite and professional communication via phone and email (promotional offers).
- Managing the client calls and provides solution through discussing the matter with Senior Manager.



SUMMARY

- Positive and upbeat Customer Service Specialist bringing 8 years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty.
- Flexible customer service professional with success in resolving customer concerns and enquiries. Skilled at accurately documenting call details, preparing reports and arranging appropriate service. Supportive team player, well-versed in providing helpful service across multiple platforms to retain clients.

SKILLS

- Decision making
- Order fulfilment
- After-sales support
- Order processing
- Complaint handling
- Customer account management
- Customer relations
- Route dispatch
- Quality control
- Data entry
- Team management

ACCOMPLISHMENTS

- Recommended for salary hike due to the outstanding performance at SAFCO.
- Volunteered and Organised the Food Festival at Gulf Foods event.

- Organised various events with in the organisation.

PERSONAL DETAILS

- Date of Birth : 09/07/1990.
- Gender : Female.
- Marital Status : Married.
- Visa Status : Husband sponsorship.

INTERESTS

- Singer
- Dancer

- Performed administrative tasks, document management and report development for inter-departmental use.

05/2013 - 04/2015

Customer Care Executive

Elise Beach Resort | Trivandrum, India

- Arranging the pick up and drops, answering telephones and managing schedules as well as greeting clients and customers.
- Preparing regular reports.(Guest allocation and Itinerary).
- Ensure customer satisfaction by fulfilling their requirements.
- Document and maintain records of each and every clients for evaluation.
- Handling foreign clients Reporting directly to the Managing Director.

EDUCATION

2013

IMK Institute of management studies | Kollam,India

Master of Business Administration: HR and Marketing

2011

Fatima Mata National College | Kollam,India

Bachelor of Science: Zoology

LANGUAGES

English: First Language

English: C2
Proficient

Hindi: C2
Proficient

Malayalam: C2
Proficient