



# FARSANA RZ

CUSTOMER SERVICE ASSOCIATE/NEW JOIN  
SUPPORTER



Muweilah Commercial, Sharjah, Shj,  
United Arab Emirates



+971569340949



rajeenaaby0000@gmail.com

## ABOUT ME

As a driven Customer Service Associate/Executive, I bring extensive expertise in seamless onboarding across Amazon regions, including Italy, the UK, and the Netherlands. With a strong proficiency in managing documents and contracts, I ensure a smooth transition to regular employment. My exceptional skills in record maintenance and proactive support set me apart. I am eager to contribute to your team, enhancing customer service excellence.

## SKILLS

TIME MANAGEMENT

COMMUNICATION SKILLS

ADVANCE EXCEL KNOWLEDGE

HR MANAGEMENT

MANAGEMENT SKILLS

PROBLEM-SOLVING &  
CRITICAL THINKING

AMAZON WORKSPACE

FLEXIBILITY

OUTLOOK

WORD

MS OFFICE

## LANGUAGES

ENGLISH

HINDI

MALAYALAM

## WORK EXPERIENCE

### AMAZON - SUTHERLAND INDIA

Nov 2023-Present

#### CUSTOMER SERVICE ASSOCIATE/NEW JOIN SUPPORTER [AMAZON-ITALY,UK,NETHERLANDS]

- \* Converted employee documents for AMZL & CS, boosting compliance efficiency. \* Ensured 100% accuracy in handling sensitive employee documentation. \* Leveraged Onbase iCIMS AWS & EDM for streamlined document processing. \* Utilized Salesforce to enhance document verification & policy compliance.
- \* Provided expert advice to customer service floor staff on resolving complex or escalated customer issues.
- \* Collaborated effectively with cross-functional teams to research and resolve customer complaints, acting as a key customer service resource
- \* Identified and communicated system and quality issues affecting the customer experience, escalating them to the appropriate departments for resolution.
- \* Identified and resolved root causes of customer experience failures, working with cross-functional teams to implement corrective actions and improve processes.

### SEVEN SPICES RESTAURANT OMAN

2018-2020

#### CUSTOMER SERVICE EXECUTIVE/RECEPTIONIST

- \* Address and resolve customer concerns or complaints with empathy and professionalism.
- \* Take and process customer orders accurately and efficiently.
- \* Ensure timely and accurate delivery of food and beverages.
- \* Process payments, handle cash \* Assist with managing reservations and seating arrangements during peak times.
- \* Promote restaurant specials, events, and loyalty programs to enhance the customer experience. \* Collaborate with staff and other team members to ensure smooth service flow.

### SANGEETH NURSING HOME

KOCHI  
2017-2018

#### RECEPTIONIST/ADMIN

- \* Greet and assist patients and visitors with a professional, welcoming attitude. \* Schedule and manage patient appointments, ensuring accurate and timely bookings. \* Answer phone calls and respond to patient inquiries, directing them to the appropriate departments as needed. \* Process patient registration and update personal information in the hospital's database. \* Verify insurance information and assist with billing inquiries. \* Maintain patient records and ensure confidentiality
- \* Coordinate with medical staff, including physicians, nurses, and other healthcare professionals to ensure smooth patient flow. \* Handle incoming and outgoing mail, faxes, and emails in a timely manner. \* Ensure the reception area is clean, organized, and stocked with necessary supplies. \* Assist with administrative tasks such as filing, photocopying, and data entry. \* Provide patients with necessary forms, including consent and medical history documentation. \* Offer excellent

TAMIL

ARABIC

## HOBBIES

DRAWING,TRAVELLING,LISTENING  
TO MUSIC

## PERSONAL DETAILS

**Date of birth**

24/04/1997

**Nationality**

Indian

**Visa status**

Visit Visa Valid Till 10-May-2025

**Marital status**

Married

## COURSES

**IACET CERTIFICATE 2023**

**IBIS ACADEMY**

MAR 2023-OCT 2023

**CERTIFIED ADVANCED EXCEL**

**GTEC COMPUTER**

**EDUCATION INSTITUTE**

customer service by addressing patient concerns and resolving issues efficiently.

## EDUCATION

**IBIS ACADEMY 2022-2023**

Kochi-India

2023

**PGDM IN HOSPITAL ADMINISTRATION**

- International PG Diploma in Hospital Administration (IACET) IACET is an International Accreditors for continuing Education & Training and is an international standard development organisation that provides a framework for learning process excellence, which is globally accepted under AMERICAN NATIONAL STANDARD INSTITUTE MAJOR TOPICS LEARNED: Service Industry, Human Resources, Operations & Maintenance, Purchase & Materials Management, Marketing and brand Building, Drugs & Pharmaceuticals, NABH, Insurance & Principles of Management & Organisational Behaviour

**BHARATHIAR UNIVERSITY 2015-2018**

Kochi-India

2018

**BACHELOR OF BUSINESS ADMINISTRATION**