



# FARSANA RZ

CUSTOMER SERVICE ASSOCIATE/NEW JOIN SUPPORTER

Muweilah Commercial, Sharjah, Shj, United Arab Emirates

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## ABOUT ME

Driven CUSTOMER SERVICE ASSOCIATE with extensive expertise in seamless onboarding across Amazon regions (Italy, UK, Netherlands). Proficient in managing documents and contracts, ensuring a smooth transition to regular employment. Exceptional at record maintenance and offering proactive support. Eager to bring my skills to your team for enhanced customer service

## SKILLS

TIME MANAGEMENT

COMMUNICATION SKILLS

ATTENTION TO DETAIL

INTERPERSONAL SKILL

ADVANCE EXCEL KNOWLEDGE

HR MANAGEMENT

MANAGEMENT SKILLS

PROBLEM-SOLVING & CRITICAL THINKING

## LANGUAGES

ENGLISH

HINDI

MALAYALAM

TAMIL

ARABIC

## WORK EXPERIENCE

**SUTHERLAND(AMAZON)**  
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.

**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 kitchen 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 customer service by addressing patient concerns and resolving issues efficiently.

## EDUCATION

**IBIS ACADEMY 2022-2023**  
Kochi-India

**PGDM IN HOSPITAL ADMINISTRATION**

• International PG Diploma in Hospital Administration (IACET)

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## HOBBIES

DRAWING, TRAVELLING, LISTENING TO MUSIC

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## PERSONAL DETAILS

**Date of birth**  
24/04/1997

**Nationality**  
Indian

**Visa status**  
Visit Visa Valid Till 10-May-2025

**Marital status**  
Married

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## COURSES

**IACET CERTIFICATE 2023**  
**IBIS ACADEMY**  
MAR 2023-OCT 2023

**CERTIFIED ADVANCED EXCEL**  
**GTEC COMPUTER**  
**EDUCATION INSTITUTE**

2023

**BHARATHIAR**  
**UNIVERSITY 2015-**  
**2018**  
Kochi-India  
2018

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

**BACHELOR OF BUSINESS ADMINISTRATION**