



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)

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

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