

Merin Shibin

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Executive Profile:

Qualified Professional with a Master's in Business Administration having most recent experience with Aster Health Care Group. I am a result-oriented, focused, highly motivated, and dedicated staff with a strong enthusiasm for my work. If given the opportunity, I would like to advance within an organization as a valuable member of the team, honing my talents to the best of my ability for the efficient operation and accomplishment of organizational goals and success.

Skills:

- ❖ Ability to pick up new concepts and take the initiative.
- ❖ Data entry proficiency
- ❖ Time Management
- ❖ Resilience
- ❖ Good Interpersonal Skills
- ❖ Operational Support
- ❖ Clear Communication skills
- ❖ Attentive to details
- ❖ Problem-solving
- ❖ Conflict Resolution Management

Professional experience:

Call Center Associate | Aster D M Health Care

Dubai - December 2020 - July 2022

- Professionally answering patient calls and handling customer concerns and complaints.
- Researching needed information utilizing available resources and answering calls quickly to avoid on-hold times.
- Resolving patient escalations and using innovative approaches.
- Offering patients confirmation of service and required information.
- Identifying priority concerns and reporting to top management and respective clinic managers.
- Routing inbound calls to the right resources.
- Follow up on complex patient calls as needed.
- Managing the administration and dealing with internal departments.
- Recommend products and services to patients, providing features like health packages and other Aster health-related services through the use of the patient's insurance and bank debit card or credit card usage.
- Helped patients make doctor appointments, and request special services like surveys, teleconsultation, doctor-on-call, and other healthcare-related services with cash or insurance usage.

Call Center Executive | Jumbo Electronics LLC

Dubai - August 2019 - February 2020

- Collected customer input and implemented process modifications with surveys, inbound customer calls and emails, WhatsApp business chat callback, and other backend services to provide outstanding customer service daily.
- Boosted client loyalty, repeat business, and sales by providing customers with the organization's service and product information.
- Built reputation by focusing on customer satisfaction and client relations.
- Professional calls with customers, responding to customer inquiries and complaints.
- Researching required information using available tools.
- Handling and resolving customer complaints.

- Processing proposal and quotation forms, sales orders, and all necessary details requested and helpful to the customers.
- Identifying, and escalating priority issues and reporting to high-level management.
- Following up on complicated customer calls where required.
- Completing call notes and call reports as necessary and updating them in the CRM.
- Evaluation and verification of all relevant data to handle customer complaints and inquiries.
- Recording details of comments, inquiries, complaints, and actions taken.
- Other duties as assigned related to sales, delivery of products and services, surveys etc.

Senior Sales Executive | Reach Advertising and Publishing FZC

Sharjah - November 2018 – May 2019

- Answers questions from clients about product and service benefits.
- Maintains excellent relationships with clients through superior customer service.
- Analyses trends, data, demographics, pricing strategies, and other information that can potentially improve marketing and sales performance.
- Creates and presents regular performance reports for managers and executives.
- Travels to meet clients as needed.
- Sets marketing schedules and coordinates with colleagues
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.

Education:

- Masters of Business Administration (MBA) from University of West London UK (2022).
- Bachelors of Business Management (BBM) from Mahatma Gandhi University (2018).
- Higher Senior Secondary (Central Board of Secondary Education) from Sharjah Indian School, UAE (2015).

Technical Skills:

MS Office:

- ❖ MS Word, MS Excel, MS PowerPoint.

Languages:

- ❖ English
- ❖ Malayalam
- ❖ Hindi

Personal Information:

Gender : Female
 Nationality : Indian
 Marital Status : Single
 UAE Driving License : Yes
 Visa Status : Father Sponsorship