

# SHEHROZ ALI.

## CRM CUSTOMER SERVICE AGENT

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### PROFESSIONAL SUMMARY

Results-driven Customer Service Agent with 1+ year of experience in resolving customer inquiries, managing CRM systems, and ensuring high satisfaction rates. Skilled in conflict resolution, financial transactions, and multitasking in fast-paced environments. Achieved a 95% positive feedback rate at Habib Bank Limited by efficiently resolving escalations and improving response times. Adept in active listening, problem-solving, and training new team members.

### PROFESSIONAL SKILLS

#### Customer Service

- Conflict Resolution.
- Product/Service Knowledge.
- Active Listening.
- Training & Monitoring.

#### Technical Skills

- CRM Systems (e.g. Salesforce).
- Data Entry (Microsoft).
- Basic IT.

#### Soft Skills.

- Communication.
- Adaptability.

### PROFESSIONAL EXPERIENCE

**(Emirates Group Security) FEB 2022 - Present**  
(Cargo and Aircraft Protection Unit, Dubai International Airport)  
**Security & Customer Interaction**

- Monitored aircraft access.
- Assisted passengers with luggage.
- Resolved real-time escalations.
- Ensuring safety and satisfaction.
- Supported continuous improvement initiatives.

#### Administrative Support

- Managed emails.
- data entry, and documentation with 100% accuracy.
- Trained 10+ new hires (OJT) on security procedures and CRM tools.
- Performing ETD and HHMD.

### (Customer Care)

**(Habib Bank Limited) December 2020 To August 2021**

#### Customer Support.

- Handled 50+ daily calls.
- Resolved 90% of queries independently
- Routed complex cases to relevant departments.

#### Sales & Retention.

- Advised customers on financial products.
- increased upsell rates by 20%

#### Reporting.

- Analyzed customer feedback reports to identify trends and train team members.

### EDUCATION

#### Higher Secondary School Certificate (Science)

| 2017–2019 | CSS School

#### Matriculation (Science)

| 2015–2016 | CSS School

### LANGUAGES

- English (Fluent)
- Urdu (Native)
- Arabic (Intermediate)

### TRAININGS AND CERTIFICATION

- Customer Service Training | **Emirates Group** (2022)
- First Aid & CPR Certified | **SIRA** (2022)
- Basic IT & CRM Systems | Technical Skills Center CSS (2020)