

Usrah Shaikh

Results-driven Senior Customer Relationship Representative with 12 years of experience in building and maintaining strong client relationships. Skilled in identifying customer needs, implementing effective strategies, and delivering exceptional customer service. Proven track record of increasing customer satisfaction scores and driving revenue growth through successful account management.



Contact

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Address:
Dubai - UAE

Professional Expertise

Opportunity Management
Commission Management
Customer Retention
Communication
Flexibility
Account Management
Problem Solving
Attention to Detail
Lead Scoring
Organization
Territory Management

Personal Skills

Adaptability
Leadership Qualities
Good Interpersonal Skills
Critical Thinking
Creativity
Team Work
Time Management

Personal Details

Marital Status: Married
Passport no: M3340134
Visa Status: Residential

Work Experience

Sr. Customer Service Representative July'2017 to Till Date
Transcore LP , Dubai Br - UAE
Client: SALIK - Roads& Transport Authority, Dubai – UAE

CUPOLA TELESERVICES - CTS (DUBAI – UAE) October 2015 to June 2017
Customer Service Representative

- **RESPONSIBILITIES:**
- Handling walk-in customers with walk-in locations, and headquarter.
- Handling customer services calls, emails, live chat support, social media accounts.
- Monitoring feedbacks & suggestions from the customers through calls & emails on daily basis.
- Supervision of all activities at workplace.
- Managing feedbacks, escalations, and meeting KPI's
- Arranging customer service satisfaction surveys
- Answering large number of calls (Average 100-130 Calls/Shift)
- Emails &live chat (Average 80-110 per shift)
- Resolving customers' internal disputes, call backs, both incoming and outgoing
- Daily work reports to team leader at the end of the shift
- Monitoring feedback, suggestions, Escalations, and KPI's on daily basis
- Managing teams, assigning daily tasks & shifts
- Acting as coriander between customer and client for projects:
(brother gas, Mary brown , Cupola help line and ENOC petrol station)

Achievement & Awards:

- 🏆 Consistently maintaining performance above floor average
- 🏆 Top Performer of the Month January to December 2022 and 2023.
- 🏆 Top Performer of the Month January to December 2020.
- 🏆 Top Performer of the Month July to Dec 2017 to December 2019.

BEAUTY AND CHARM SALOON (DUBAI – UAE) NOVEMBER 2014 to August 2015
Receptionist

- **RESPONSIBILITIES:**
- Handling the customer front desk & Cash Counter
- Attending call and Booking Appointments

Education

- HIGHER SECONDARY SCHOOL CERTIFICATE
- Burhani College – Mumbai – India – 2013
- SECONDARY SCHOOL CERTIFICATE
- St. Joseph High School – Mumbai – India - 2011

Technical Skills

- Dubai Tollgate System (DTS)
- MS Office
- Basic Computer Applications. (MS-Office - Excel, Word, Power point, Outlook)

Languages

- English, Hindi, Marathi and Urdu, Arabic (Read)