

SALMAN RASHID

Customer Service

Address: Ajman

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Date of Birth: 02-Apr-1998



Professional Summary

Hardworking candidate skillful in providing excellent customer service. Proven track record of resolving customer issues in a timely manner while upholding the highest standards of customer satisfaction. Extensive experience in using multiple communication channels, including phone, email, and web chat. Strong interpersonal skills, and an ability to lead and motivate a team to success.

Experience

Call Center Representative

September 2021 to September 2023

Reach mass marketing - Sharjah

- Contact and questioning information based on their lifestyles
- Managed difficult situations calmly and effectively while maintaining a positive attitude towards customers.
- Proficiently handled high call volumes while maintaining quality service standards.

Customer Service

June 2020 to June 2021

Sharjah Airport - Sharjah

- Provided friendly customer service while taking orders efficiently.
- Trained new employees on effective customer service protocols.
- Delivered excellent customer service skills when interacting with clients.

Cashier

September 2019 to October 2019

World Trade Centre - Dubai

- Built and maintained positive working relationships with co-workers.
- Demonstrated excellent customer service skills while interacting with customers in a friendly manner.
- Developed strong customer service skills by providing efficient and accurate service.

Education

Graduated 12th : Commerce, January 2018

New Indian Model School

Skills

- | | |
|---------------------------|------------------------|
| • Problem-solving skills | • Answering questions |
| • Customer communications | • Interpersonal skills |
| • Gathering information | • Computer skills |

Religiousview

Muslim

Drivinglicense

Light Vehicle, Ajman

Personal Information

- Gender: Male
- Marital Status: Single

Languages

- **Urdu**
Native
 - **Arabic**
Native
- **English**
Native