

NIKHAT KASHMIRI



PROFILE

Engaging and patient customer service professional with 3+ years of experience responding to all types of customer inquiries. Eager to work with reputed company and grow customer loyalty and maintain the highest level of customer service.

PERSONAL INFO



+971 55 7411286



nikhat.kashmiri@outlook.com



Al Tawun, Sharjah,

Visa Status – Spouse Visa

Driver's License – Valid UAE Driving License and own car

Languages – English and Hindi (Fluent), French and Arabic (Basic)

SKILLS

- *Effective multi-lingual communication and interpersonal skills
- *Strong organizational, problem-solving and negotiation skills.
- *Customer-friendly and ability to drive team.
- *Skilled in working with MS Office and internet.

EDUCATION

KC COLLEGE

Mumbai, India

B.COM

MAJOR IN ACCOUNTANCY & BUSINESS STUDIES
2002

**ALL INDIA INST
OF MGMT
STUDIES**

Mumbai, India

**PGD IN BUSINESS ADMIN
3 SEMESTERS (ONLINE)**
2021

EXPERIENCE

**PWG
GROUP**

Sharjah, UAE

Customer Relationship Officer

Apr 2022 – Sept 2022

**SUNRISE
REAL
ESTATE**

Sharjah, UAE

Front-Desk Executive

Jan 2010 to March 2012

**RELIANCE
INFOCOM**

Mumbai, India

Customer Service Executive

Feb 2004 to August 2005

**CANADIAN
PACIFIC
SHIPS**

Mumbai, India

**Jr. Export Documentation
Executive**

Oct 2003 to Dec 2003

KEY RESPONSIBILITIES

PWG GROUP (Part Time)

- ✓ Contacting prospective clients through phone, emails and meeting in person.
- ✓ Providing guidance and support to clients regarding the immigration process, policies, payment and law regarding work permit and visa as per their need.
- ✓ Providing fair and neutral evaluation of client's profile and documents.
- ✓ Assisting clients with completion of paper work and making payment ensuring the submission on time.
- ✓ Building trust and relationship by continuous follow-up.

SUNRISE REAL ESTATE

- ✓ Handled all customer sales queries including walk-in, phone-in, and fax queries.
- ✓ Worked on renewal of contracts, recovery and other issues.
- ✓ Handled tenancy contracts and tenant registrations.
- ✓ Co-ordinated with tenant to create NOC letter for cancellation of contract.
- ✓ Facilitated scheduling tours for prospective tenants.
- ✓ Coordinated with clients on security deposits, handling over keys and SEWA closing bill after cancellation.
- ✓ Maintained as well updated list of vacant properties.
- ✓ Managed couriers and faxes, documentation of NOC letter and contracts (in Arabic).
- ✓ Maintained daily report of commercial inquiries and reported it to the managing director on daily basis.
- ✓ Supported in general office administration.

RELIANCE INFOCOM

- ✓ Handled walk-in billing queries and complaints, studied customer's profile, and explain schemes or plan that would suit them best.
- ✓ Resolved technical and network issues by coordinating through back-up team.
- ✓ Managed relationships with corporate clients, building trust and rapport with customers by interactions, providing the "CARE" element in majority of queries
- ✓ Promoted sales by giving the new clients product and service knowledge thus guiding them in selection of the right product.
- ✓ Attempted resolutions within the turnaround time (TAT).
- ✓ Maintained daily reports and worked on customer retentions whenever required.
- ✓ Won "BEST CUSTOMER CARE TEAM" award amongst 12 other teams.

CANADIAN PACIFIC SHIPS

- ✓ Responsible for receiving and reviewing customer's fax for shipping request from France for processing Bill of Lading.
- ✓ Translated the information provided from French to English, data-entry for processing Bill of Lading,
- ✓ Co-ordinated with the team in France to resolve shipping issues.
- ✓ Consistently achieved daily targets for bills.

VOLUNTARY SUMMER JOBS

- ✓ CMS SECURITAS - Worked at cash counters for 4 months in 2002.
- ✓ Telemarketing Executive for International Hotel Membership Club for 2 months 2001.

CERTIFICATIONS

- ✓ Certified in The Fundamentals Of Digital Marketing by Google Garage.
- ✓ Passed Level 1 & 2 of DELF (Diploma in French Language) in 1997 & 1998 respectively from French Embassy, U.A.E.
- ✓ Certified in Web Centric Computing includes Basic Computer Knowledge, C++, Windows NT and SQL Query from NIIT.

I am looking forward to discussing the position and my qualification with you in more details.

Thank you for your time and consideration.