**Qatoora Tul Kubra **

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| 971585881043 aruqat@gmail.com | | | | | | | | | | | |
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| **Professional profile** | | |  | | | | |  |  | **Education** |  |
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| Customer Service Representative with over 5 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the role in your company. | | | | | | | |  |  | **Master of Commerce (M.com)**  Osmania University  Hyderabad  India | |
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| **Professional experience** | | | | | |  | | | | | |
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| Aug 2016–Aug 2019 | |  | |  | **CUSTOMER CARE SPECIALIST (TRADER)** Money Makers Financial Solutions, Hyderabad. | | | | | | |
|  | |  | |  | * Handle 50+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant trading information, and cancelling services. * Received an average 85% customer satisfaction rating, 15% higher than the company average. * Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations * Responsible for managing the portfolio of the clients and advise them for investment. * Execute trading for customer’s request, checking the client’s investment, researching the financial market every day to be well versed with the market trend. * Acknowledging and resolving customer queries and complaints. * Communicating with customers through various channels. * Trained two new employees in how to use trading platform, entering customer data and organizing customer interaction logs. | | | | | | |
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| **Additional skills** |  | | | | | | | | | | |
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| * Microsoft Office 365 & Google Workspace | | | | | | | * Bilingual ( English & Hindi ) | | | | |

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| **Strenghts** |  |

* Empathy
* Adaptability
* Ability to Use Positive Language
* Clear Communication Skills
* Active listener
* Self-Control
* Stress management
* Patience
* Time management
* Conflict resolution

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| **Personal details** |  |

Nationality - Indian

Marital Status - Married

Visa status – Resident visa

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| **Acknowledgement** |  |

I hereby declare that the information provided in this document is true to best of my knowledge.

**Qatoora Tul Kubra.**