

Anbiya Banu

Customer Experience



✉ anbiya.93@gmail.com

☎ +46739125305

📍 Gothenburg, Sweden

📄 Swedish Residence Permit

🌐 [linkedin.com/in/anbiya-b-7a2448177](https://www.linkedin.com/in/anbiya-b-7a2448177)

📄 PROFILE

Professional with a track record of exceeding performance goals & driving customer satisfaction within the real estate, e-commerce, facility management, IT, and aviation industries. Proficient in CRM systems, analyzing customer feedback, & implementing process improvements. Passionate about creating a positive customer experience & contributing to the overall success of the organisation.

🧠 SKILLS

- Strategic Operations Management & Customer Need Analysis
- Quality Assurance & Continuous Improvement
- Strategic Thinking & Problem Solving
- Project Management & Team Leadership

🎓 EDUCATION

Bachelor of Business Management
Mangalore University
2011 – 2014 | India

👛 PROFESSIONAL EXPERIENCE

Customer Care Executive

Azizi Developments

12/2023 – 02/2025 | Dubai, UAE

- Provide full support to walk-in clients, addressing their inquiries and concerns and processing cases for approvals with the management.
- Issuance of No Objection Certificates (NOC) to clients in compliance with approval processes for resale process through Salesforce.
- Handle customer complaints, ensuring timely resolution by identifying issues, recommending solutions, and keeping customers updated on case status, in line with company policies.
- Prepare internal memos for management approval, compiling case history, offering accurate information, and suggesting the best solutions within established policies and persuading clients to consider unit swaps or purchases.
- Maintain records of customer interactions, manage accounts, generate daily reports on cases, and collaborate with other departments to resolve customer-related tasks.

Quality Assurance Coordinator

Instashop/ Delivery Hero

01/2022 – 11/2023 | Dubai, UAE

- Develop and implement quality assurance policies and procedures to ensure products and services consistently meet established quality standards.
- Conduct ongoing quality inspections and analyze customer service interactions (calls, emails, etc.) to ensure adherence to company and client standards.
- Collaborate with cross-functional teams, including operations, business managers, and fleet department, to identify quality issues and implement corrective actions.
- Maintain comprehensive quality records, analyze data for trends, and deliver quality training to stakeholders to ensure continuous improvement and compliance with standards.

Assistant Manager- Workplace/Customer Experience

ISS India- Hewlett Packard Enterprise

07/2019 – 11/2021 | Bengaluru, India

- Serve as the primary liaison between business and functional leadership, coordinating real estate needs, developing solutions for critical sites, and managing complex site operations.
- Lead and mentor the facility team by providing training on equipment operations, safety protocols, and day-to-day site management, ensuring consistent service delivery.
- Foster collaboration across cross-functional teams, including workplace experience, facilities, and maintenance, to ensure service excellence and continuous process improvements.



CERTIFICATES

- Project Management- Google
- Digital Marketing- Google
- Executive Assistant- Alison

- Drive employee engagement, oversee internal projects focusing on standardization and audits, and prepare monthly newsletters to highlight services and achievements for the client.

Senior Executive- Client Relations

JLL India- Accenture

12/2017 – 07/2019 | Bengaluru, India

- Collaborate with business influencers to discuss and implement workplace technology upgrades, fostering an impactful environment for clients.
- Work closely with the event management team, coordinating executive meetings, client interactions, and workplace facility inspections to meet customer expectations.
- Lead training for new employees to ensure understanding of job responsibilities and maintain high operational standards while managing client issues and query resolutions.
- Oversee customer-centric operations, ensuring satisfaction, addressing complaints, and maintaining compliance while driving team development and operational efficiency.

Guest Relations Assistant

Bengaluru International Airport Ltd (BIAL)

08/2015 – 11/2016 | Bengaluru, India

- Oversee the seamless and timely travel of VVIP, VIP, and dignitaries through Bangalore International Airport, ensuring services are delivered with the utmost sensitivity to safety and security.
- Coordinate with government offices, including BCAS, MoCA, MEA, MoD, and MHA, to manage the smooth movement of high-profile guests, including Presidents, Prime Ministers, and Heads of State.
- Manage the issuance of airport permits and passes, and maintain oversight of the condition of assets at the VIP and reserved lounges.
- Track and report VIP movements to management on a daily basis, and assist the duty terminal manager in implementing emergency procedures and coordinating with external agencies for state and corporate events.

Process Executive

Cognizant Technology Services

11/2014 – 07/2015 | Mangalore, India

- Contact tax collectors and assessors based in the US to obtain tax information and ensure accurate property-related details.
- Utilize customer software to gather property information and support the team by clearing aged orders on a daily basis.
- Prepare end-of-day reports and communicate updates and scenarios based on search results to keep the team informed.