



## FESMINA FAISAL

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in <https://www.linkedin.com/in/fesminafaisal>

### Objective

I am an optimistic, energetic and task driven professional with more than half a decade experience in Customer service, Banking, Operations, Content writing as well as Admin duties. Looking for opportunities in these above mentioned positions. I am Adept at leveraging superior communicative and interpersonal skills to interact with diverse individuals and groups at all organization levels.

### Experience

- **Apple Inc** **January 2022 - July 2022**  
Specialist
  - Attained and accomplished customer needs by matching them with the right products, leading to increased customer loyalty.
  - Developed and maintained positive relationships with customers and businesses by addressing general queries and forwarding leads to the Business team.
  - Orchestrated appointments with the technical team.
- **First Abu Dhabi Bank** **August 2021 - November 2021**  
Contact Center Agent
  - Answered inbound calls promptly and courteously.
  - Analyzed and evaluated problems and complaints, providing effective solutions to customers.
  - Recommended and advised customers on the company's products and services, generating interest in the offer.
- **BLS International Services** **January 2020 - July 2021**  
Digitization Executive
  - Managed the digitization of passport and visa applications.
  - Meticulously verified documents in each application.
  - Handled end-of-the-day reports for tallying physical applications with those in the system.
- **Nirvana Travel & Tourism** **February 2019 - March 2019**  
Delegation Service Desk Coordinator (Special Olympics 2019)
  - Coordinated with the Special Olympics team and participants at the Service Desk at Centro Capital Center.
  - Updated and maintained hotel inventories and checklists related to the participants' accommodation.
  - Directed delegation accommodations.
- **First Abu Dhabi Bank** **June 2018 - December 2018**  
Coordinator
  - Data cleansing, customer name and account title Truncation in such a manner that it fits the target application.
  - Coordinated between UAT/DM resources and the UAT/DM governance team, ensuring that resources were available at the UAT and DM lab on time and free of technical issues while executing test cases.
  - Reported delays and absences and critical items raised during testing or report verifications.
  - Reviewed system users and took action accordingly in close coordination with the Information Security team to define and create new access roles/functions.

### Education

- **Abu Dhabi University** **2017 - Present**  
Bachelor of Science in Aviation  
**GPA - 3.5**

- **Emirates Future Int'l Academy**

High School (Science)

67.2%

2016

## Skills

- Analytical Skills: Problem-solving, Attention to Detail, Data Analysis, Complaint Evaluation
- Technical Skills: Technical Expertise, Digitisation, Data Cleansing, Verifying Documents, Updating inventories, MS Word, MS Excel, MS PowerPoint, MS Access, MS Visio, WPS Office, Outlook 365, Google Docs, Canva, Google drive and Social Media
- Interpersonal Skills: Communication, Teamwork, Confidentiality, Customer Service and Relationship Building.

## Language

- Full Professional Proficiency - English, Hindi, Urdu, Malayalam
- Limited Professional Proficiency - Arabic, Tamil

## Events and Volunteering Experience

- Abu Dhabi Sustainability Week 2023 - Registration Executive
- Global Media Congress 2022 - Registration Executive
- Formula One - Abu Dhabi Grand Prix 2022 - Spectator Management and Customer Service Executive
- ADIPEC 2022 - Registration Executive
- ADIPEC 2021 - Registration Executive
- Abu Dhabi Science Festival 2018 - Science Communicator
- FIFA Club World Cup 2017 - Customer Service Executive
- Formula One - Abu Dhabi Grand Prix 2017 - Ticketing Executive
- Abu Dhabi Science Festival 2017 - Science Communicator

## Additional Information

Date of Birth: 25/09/1997

Visa Status: Sponsorship required

Marital Status: Married

Nationality: Indian

## Reference

- **Fahad Saleem**  
First Abu Dhabi Bank  
Assistant VP, Systems Data Integration - 0505868226
- **Ajith Krishnan**  
BLS International Services  
Operations Manager - 0568735951