

TUBA FATIMA

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Location: Rampur
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Summary:

My experience in customer support and consulting has equipped me with the ability to navigate diverse challenges and provide optimal solutions. I excel in effective communication, both written and verbal, enabling me to craft compelling responses and provide insightful consultations to customers. My adeptness at identifying customer needs has consistently led to impactful contributions, enhancing the overall satisfaction and success of the organizations

Experience:

AMAZON - CURRENTLY WORKING HERE

Role- GO AI ASSOCIATE

Responsibilities:

The Associate in this role is required to watch the video of the stowing action at a fulfillment center, understand it thoroughly and make best use of human judgement in combination with the tools and resources to indicate the activity captured in the video.

Expected to verify or mark the location of product through a tool while maintaining highest level of accuracy. This is an operational role.

Under general supervision, the Associate performs precise and thorough video/image annotations with high degree of accuracy and duration.

TAKING BREAK HOLIDAYS PVT. LTD. March 2023-Present

Role: Consultant (Full Time)

Responsibilities:

Develop and execute effective strategies to attract potential clients and generate leads.

Engage with leads, understand their needs, and employ persuasive techniques to convert them into confirmed bookings.

Guide clients through the complete booking process, offering insights and advice for a seamless travel experience.

Promptly address customer inquiries through various communication channels to ensure exceptional service.

Create personalized travel itineraries aligning with client preferences and budgets.

Compile and present reports to upper management, highlighting key metrics and offering data-driven insights.

LAW SEEKHO PVT. LTD. August 2022-Present

Role: Customer Support Executive (Full Time)

Responsibilities:

Responding to customer inquiries via chat in a timely and professional manner.

Providing accurate and effective information to customers regarding products or services.

Troubleshooting customer issues, identifying and escalating more complex problems to senior staff when necessary.

Maintaining a high level of knowledge about the company's products or services to provide relevant information to customers.

Recording customer information and interactions in a CRM system or other databases.

- **Tools:** MS Excel, MS Powerpoint, MS Word.

Academic Details:

- MSW, Aligarh Muslim University, Aligarh-2023, 72%
- BA, Aligarh Muslim University, Aligarh-2021, 70% • DMA Sr. Sec. School, Rampur-2016, 69%

Soft Skills:

Team Building | Empathetic | Problem Solving | Interpersonal Skills | Divergent Thinking