

SHUBHAM SINGH

CUSTOMER SERVICE

Highly motivated & dedicated Customer Service Executive with over +5 years of experience delivering exceptional service. Proven track record of exceeding customer expectations and resolving issues promptly and professionally. Seeking a challenging position at Dnata as a Customer Service Executive to leverage skills in providing the highest standard of customer service and driving revenue growth through upselling and cross-selling initiatives.



EDUCATION

2018 - 2020 PG Digital Marketing 2015 - 2018 UG Media & Communication

SKILLS

CRM Problem Solving MS Office Attention to Details
Multi-Tasking Positive Attitude CMS PGSA DGR



EXPERIENCE

ONS Digital

(May 2022-Present)

Customer Service
Agent

- Engaged in relevant and engaging conversations with customers.
- Scheduled appointments based on provided lists.
- Identified and assessed customers' needs to achieve satisfaction.
- Maintained records of customer interactions, processed accounts, and filed documents.
- Followed communication procedures, guidelines, and policies.
- Coordinated communication events for follow-up and developed relations with new customers.
- Escalated queries and concerns and provided information on additional products or services.

JK Group National Store LLC.

(Oct2021-May2022)

Customer Service
Executive

- Directed calls to stores and developed strategies to increase traffic and awareness.
- Managed and documented customer interactions, ensuring accurate and up-to-date records.
- Ensured best practices were followed to deliver consistent service.

KG International FZCo.

(Dec2020-Oct2021)

Customer Support
Associate

- Directed customers to the right executives accurately and timely.
- Assisted customers in navigating the company's website and troubleshooting issues while placing orders.
- Addressed customer concerns effectively and resolved billing discrepancies.
- Identified opportunities to upsell and cross-sell products and services proactively.

iMile

(Sep2019-Oct2020)

Customer Service
Inter

- Verified sales orders and handled customer claims.
- Followed up on customer calls and landing pages and responded to questions on social media.
- Collaborated with the sales team to gather feedback and suggestions for service improvement.

MinAyn

(Jun2019-Aug2019)

Content Creator

- Created flyers and posters for social media platforms.
- Prepared rough drafts and presented ideas.
- Conducted email marketing for potential clients and amended designs based on feedback.

Rich Delights Cafe

(Mar2017-Aug2018)

Customer Service
Representative

- Handled high call volumes and processed client orders with accuracy and efficiency.
- Provided detailed information about products and services, ensuring client satisfaction and retention.
- Addressed client questions and complaints promptly, maintaining a positive client experience.

CONTACT

+971 527307633

7singhshubham@gmail.com