

# 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

## KG International FZCo.

Dec2020-Oct2021)

Customer Support  
Associate

- 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.

## 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

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