

**Sajeda Kazim Sayyed Shah**

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Sponsor: Husband's Visa

Current Location: Sharjah, UAE

**JOB OBJECTIVES**

- Career-oriented individual seeking employment where I can utilize my experience and capabilities while acquiring new skills and contributing to the achievement of organizational goals.
- Demonstrated proficiencies in Customer Service, Data Entry, Leadership, Team Building, Data Analysis and Reporting. Substantial experience in Shipping and Retail Industries in Customer Service Department with recent emphasis in performance evaluation, quality assurance, and workforce management.

**KEY SKILLS**

- Documentation Process and Data Entry
- Experience with Online Customer Service Platforms
- Leadership, Data Analysis & Reporting
- Familiarity with data privacy and security protocols
- Proficient in Microsoft Office Suite (Word, Excel, Access, Power Point)
- Experience with [Data Entry Software/Systems, e.g., SAP, Oracle and Java]
- Strong attention to detail and excellent organizational skills
- Problem Solving & Critical Thinking
- Excellent verbal and written communication skills
- Fast and accurate typing skills (Speed: 40-50 WPM)

**ORGANISATIONAL EXPERIENCE****Amazon Development India Private Ltd**

**Tenure: Oct 2018 – April 2024 (5 years 6 months)**

**Role as Customer Service Associate**

- Processed incoming data from various sources ensuring all information was entered correctly into the system
- Accurately entered and updated over 90 records daily in the company database, maintaining a 98% accuracy rate
- Managed sensitive information and ensured compliance with data privacy regulations
- Performed regular data audits to identify and correct any discrepancies in the database; resolved issues promptly to ensure data integrity
- Assisted colleagues with data-related queries and troubleshooting
- Collaborated with the IT department to implement new data management software, reducing data entry time
- Generated weekly and monthly reports to assist management in strategic planning
- Trained new staff members on data entry processes and best practices, improving team efficiency
- Responded to an average of 70-80 customers inquiries daily via phone, chats and email, addressing questions regarding products, orders, and policies
- Resolved customer complaints efficiently, achieving a satisfaction rate of 98%, resulting in positive feedback and repeat business
- Actively listened to the customer, taking their request for product or services
- Developed/presented customer service solutions and/or suggest additional items
- Ensured proper security procedures are followed on all customer interactions
- Promptly assessed customer needs and proactively provides solutions, and assists customers with navigating through the amazon websites and leads them to a product that meets their needs
- Derived repeat business by providing, excellent service, accurate and thorough product and service knowledge to customers and through relationship building with customers
- Kept customers informed on the status of their order, reconciles errors in a cost-effective manner, resolves post-order issues such as returns, damaged, replacements and follows up to ensure all customer needs are fulfilled
- Met or exceeded scorecard requirements for productivity, schedule adherence, quality and attendance

**Highlights:**

- Rewarded for strong accuracy and attention to details by maintaining 98% accuracy
- Took various initiative for enhancing the team performance

**Maersk Global Service Centre Private LTD., Pune**  
**Tenure: Sep'2004 - March'2015 (10 years 6 months)**

**Role as Team Leader and Senior Specialist**

- Developed and manifested records of the bookings for Export Documentation Department
- Inspected the bookings as per the requirements
- Executed completion of booking and bill of Lading
- Updated information and manifested on an average 100 bills of lading daily with 97% accuracy
- Achieved all bill manifesting targets when worked as export documentation associate
- Accountable for working for India, Pakistan, Bangladesh and Sri Lanka clusters
- Handled team of 20 team members as team leader for the last 2 years
- Closely worked on invoicing quality projects to improve quality for India cluster
- Handled customers inquiries and manage daily operations from Front offices
- Looked after service escalation requests from internal/external customers
- To get all volumes cleared on daily basis and ensure no handover for next day
- Scheduled weekly/bi-weekly meetings with front offices to eliminate errors
- Set goals and motivated the team in achieving KPI
- Assigned and get tasks done by the team in a timely manner
- Provide training to team members and track their performances
- Built positive team spirit and competitive work environment
- Ensured the team faced no shortage of resources at any time
- Mentored freshers about system knowledge on documentation
- Prepared reports like error and clarifications raised by co-ordinators on daily basis
- Drafted weekly and monthly reports and sent them to Front Offices and Managers

**Highlights:**

- Awarded best team leader for improving team Invoicing quality
- Distinction of receiving Quarter Award many times for best performance

**EDUCATION**

- B.Sc. Electronics from University of Pune with 70.46% in 2003
- 12<sup>th</sup> from Pune Board with 70.50% in 2000
- 10<sup>th</sup> from Pune Board with 71.50% in 1998

**IT SKILLS**

Proficient in Microsoft Suite (Word, Excel, Access, Outlook and Power point)

Typing Speed: 40-50 WPM

**PERSONAL DETAILS**

Date of Birth : 12<sup>th</sup> May, 1983  
Residential Address : Tami 3, Flat 803, Al Nahda, Sharjah  
Languages Known : English, Hindi, Marathi and Urdu.