

**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, Documentation, Leadership, Team Building, Data Analysis and Reporting.
- Substantial over 15 years of experience in Shipping and Retail Industries in Customer Service Department with recent emphasis in performance evaluation, quality assurance, and workforce management.

**KEY SKILLS**

- Experience with Online Customer Service Platforms
- Documentation Process and Data Entry
- 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**

- Responded to an average of 70-80 customers inquiries daily via phone, chats and email, addressing questions regarding products, orders, accounts 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, arranging pick up and follows up to ensure all customer needs are fulfilled
- Updating Amazon internal database for all incoming customers
- Met or exceeded scorecard requirements for productivity, schedule adherence, quality and attendance
- Trained new employees on best practices in customer interaction and product knowledge

**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.