

RASHID G. SHABBIR

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SUMMARY

Customer service professional with 7 years of experience in resolving inquiries and major complaints, enhancing customer satisfaction and using CRM systems. Demonstrated ability to train and lead teams, ensuring adherences to company policies and delivering a high-quality customer service. Key strengths include strong communication skills, empathetic problem resolution and a commitment to maintaining positive client relationships.

EXPERIENCE

Testing Coordinator

Sharjah Driving Institute

Sharjah

01/2021 - 01/2023

- Developed and managed comprehensive test plans and schedules for final tests, ensuring timely and accurate testing
- Acted as a liaison between testing teams and other departments, facilitating clear communication and issue resolution
- Analyzed test data to identify trends and issues, leading to a 15% improvement in system performance.

Customer Service Supervisor

Sharjah Driving Institute

Sharjah

01/2019 - 01/2021

- Supervised a team to deliver high-quality customer service, adhering to service protocols and best practices.
- Utilized CRM systems to track customer interactions and maintain accurate records, improving data accuracy by 20%.
- Achieved a 90% customer satisfaction rating by resolving complaints 35% faster than previous benchmarks.
- Contributed in process improvement initiatives, enhancing service efficiency and reducing response times.

Customer Service Representative

Sharjah Driving Institute

Sharjah

01/2018 - 01/2019

- Managed customer inquiries and booking requests for driving classes and tests, ensuring accurate and timely scheduling
- Expertly resolved complex customer issues with a proactive and solutions-oriented approach

EDUCATION

Higher National Diploma in Business Administration

Pearson

Dubai, UAE

09/2015 - 10/2017

Higher Secondary School Certificate in Commerce

Pakistani Higher Secondary School

Ajman, UAE

07/2015 - 07/2015

LANGUAGES

Arabic (Fluent)

English (Fluent)

Balochi (Native)

Urdu (Native)

SKILLS

Test Managing Software (Orbits & Oracle), Data Analysis, Documentation, Cross-Functional Collaboration, Customer Support Excellence, Defect Tracking, CRM System Proficiency, Attention to detail, Problem Solving, Multitasking, Critical Thinking, Administrative Support