



Akthar Jabeen

customer support executive
at ALL CARGO LOGISTICS

Location: Dubai, United Arab Emirates
Education : Bachelor's degree, Business Administration
Experience: 7 Years, 2 Months

CONTACT

Location: Dubai, United Arab Emirates
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LAST CV UPDATE: 2024-04-04

REF.: CV90721144

TARGET JOB

Target Job Title: CUSTOMER SUPPORT EXECUTIVE,logistics and customer service manager,team leader customer service,customer care professional,customer support representative,team leader customer service,customer support team supervisor

Career Level: Senior Executive

Target Job Location: UAE

Career Objective: I am having more than 6.5yrs of working experience. My previous role was too good and I enjoyed my work.

Target Monthly Salary: AED 6,000 (≈ USD 1,620)

Notice Period: 1 month or less

PERSONAL INFORMATION

Date of Birth 5 August 1989 (Age: 34)

Gender Female

Nationality India

Additional Nationalities India

Residence Country Dubai, United Arab Emirates

Visa Status Visit Visa

Marital Status Married

Number of Dependents 1

EXPERIENCE (7 YEARS, 2 MONTHS)

August 2022 - November 2023

customer support executive

at ALL CARGO LOGISTICS

Location: Chennai, India

Company Industry: Business Support Services

Job Role: Logistics and Transportation

I worked for 4 major clients like Hanaro logistics pvt Ltd(Hyundai), Hansol logistics(Hyundai), Renault and Nissan pvt Ltd, Danfoss. My role was, to arrange on time delivery to my clients. If the shipment was lost or delivered in damaged condition I will take immediate resolution. my job is proper follow-up with the escalation matrix.

August 2013 - November 2015

accounting and admin executive

at A2S Supply

Location: Chennai, India

Company Industry: Construction & Building

Job Role: Accounting and Auditing

It's construction materials supplying company. Like bricks, sand, steel and stone.

My role to manage accounts, banking, financial statements, to manage documents, shareholders details, loss and profits, billing, and communicate with the customer.

July 2012 - June 2013

teller and customer support representative

at Serco pvt Ltd

Location: Chennai, India

Company Industry: Business Process Outsourcing (BPO)

Job Role: Customer Service and Call Center

It's a MNC company. I worked for my client which Royal Sundaram.

Here they are providing 3 medical insurance policies for our existing customers.

My role is to explain all three policies to them and help them to choose right policy which will be convenient for them.

Once they are ready to buy means we start our process to enrollment.

May 2011 - June 2012

telemarketing representative

at Healthy Home Care pvt Ltd

Location: Chennai, India

Company Industry: Marketing

Job Role: Customer Service and Call Center

It's mattress cleaner company. They used produces their own new products.

For their own new products they were offering free demo for the customers.

My role is to communicate with my customers and explain about this free offer and fix an appointment.

While the customer is ready to get the free demo means I used inform my representative to arrange the demo.

May 2010 - April 2011

teller and customer support representative

at Concentrix - India

Location: Chennai, India

Company Industry: Call Centers & Customer Care Outsourcing

Job Role: Customer Service and Call Center

I worked as telemarketing for Kotak Mahindra policies.
Here we have 3 life insurance policies for our new customers
My role is to explain them and help them to buy our products. Some customers may have confused choose it. So I'll help to choose.
Once they are ready to buy means I'll fix an appointment directly to collect his check.

Extra years of experience not listed above: 0 Years, 4 Months

EDUCATION

Bachelor's degree, Business Administration

at QUAIDE MILLETH COLLEGE

Location: Chennai, India

April 2010

SPECIALTIES

Outbound Logistics
Issues Resolution
Claims Resolution
Sustainable Business
Customer Satisfaction

SKILLS

Teamwork

Level: (Beginner)

Quality written and verbal communication

Level: (Expert)

Ability to adapt to changes in the work environment

Level: (Expert)

Accurate and able to produce quality work

Level: (Expert)

Ability to relationship with the customer

Level: (Expert)

Problem Solving

Level: (Expert)

Operation

Level: (Expert)

Marketing

Level: (Expert)

Team Leadership

Level: (Expert)

Customer Service

Level: (Expert)

Microsoft Office

Level: (Expert)

Microsoft Excel

Level: (Expert)

Logistics

Level: (Intermediate)

Customer Satisfaction

Level: (Expert)

Call Center

Level: (Expert)

Team Management

Level: (Expert)

Accounting

Level: (Expert)

Sustainability

Level: (Expert)

Management

Level: (Expert)

Administration

Level: (Expert)

Dedication

Level: (Expert)

LANGUAGES

Urdu

Level: (Native) | Experience: More than 10 years

English

Level: (Expert) | Experience: More than 10 years

Hindi

Level: (Expert) | Experience: More than 10 years

Tamil

Level: (Expert) | Experience: More than 10 years

