

Sabiha Shayk

Hebbal , Bangalore

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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Experience

- Kotak Mahindra Bank** 20th oct 2019 - 20th oct 2020
Assistant manager (inbound voice process and chat process)
Providing information about services and obtain details of complaints.
Handling issues regarding payments. (Net banking, Mobile banking and WhatsApp banking).
Follow up to ensure that appropriate actions were taken on customer's request.
Keep records of customer interactions and transactions, recording details of inquires complaints , and comments as well as action taken.
- Udaan** 24th Oct 2020 -
Customer service executive (Inbound and outbound voice process, Email and chat process)
Communicate with customers to understand their requirements and needs.
Offer solutions based on clients needs and capabilities.

Education

- SES English Medium School** 2013
10th
63%
- SES Composite College** 2015
12th
79%
- Akkhamadevi University** 2018
BCOM
84%

Skills

- Strong understanding of business administration and their practical usage. Excellent managerial qualities. Knowledge of Ms-office and tally ERP-9 Diploma in computers Office management.

Interests

- Internet surfing
- Painting

Languages

- Hindi English Kannada Telugu Urdu

Personal Details

- Date of birth - 26-09-1997
Marital status - Single
Nationality - Indian

Personal Abilities

- Ambitious, Hardworking, Good dedication, Energetic and well disciplined.
Positive Thinking, self motivated and flexible.
Enjoy working with people build strong relationship easily.