



# Afreen Shaikh

People-oriented & dependable professional with three years of experience in customer service. Able to build meaningful relationships with consumers. Willing to pursue a highly rewarding career, seeking a role in a challenging & healthy work environment where I can utilize my skills & knowledge efficiently for organizational growth.

## Professional Experience

### Excellence Driving Center, Dubai

**Role: Customer Happiness Specialist**

**Duration: September 2023 – Till date**

- Handled incoming customer calls, addressing inquiries & providing accurate information.
- Worked on CISCO ERP for customer service.
- Resolved customer complaints & issues in a professional & timely manner.
- Assisted customers with product or service selection, order processing & payment inquiries.
- Collaborated with team members to achieve departmental goals & targets.
- Participated in ongoing training & development programs to enhance skills & knowledge.

### Snatch Education Pvt Ltd, India

**Role: Nutritionist**

**Duration: September 2021 - July 2023**

- Daily follow up calls with the students (clients) allotted, noting their profile details along with their health details.
- Monitoring their weight loss & motivating the students to achieve their target weight.
- Achieving reference sales targets & encouraging the students for the rewards.
- Counselling students & providing aid for different difficulties faced by the students.
- Advancing my knowledge of nutrition & skills with people of different backgrounds, experiences, social statuses & characteristics.
- Presentation on Zoom school with different topics explaining the diet & benefits of each aspect of our diet plan.

### Joie De Vivre International Insurance Brokerage LLC

**Role: Admin**

**Duration: June 2019 - Jan 2020**

- Receive, sort & distribute daily emails.
- Answer & link incoming calls to respective desks.
- Perform other clerical duties & documentation.
- Communicate with policy holders concerning additional & missing information
- Issue individual medical policies, draft quotes & broking slips.
- Generating & following up sales leads & sales report
- Attend client inquiries & address the issues.
- Cold calling to generate a new lead.

## Personal Information

**Address :**

Al-Nahda, Sharjah

**Passport Number :**

P3012555

**Licence Number :**

4782721

**Phone Number :**

+971501701928

**Email**

afrins155@gmail.com

## Skills

- Good listener
- Clarity in Communication
- Technical Proficiency & Understanding in/of Products/Services
- Flexibility & Problem-solving
- MS Office
- Process-oriented

## LANGUAGES

- English
- Urdu
- Hindi

## Achievements

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- Achieved a target of 4 Lakhs in one month, making it one amongst highest renewals of the month.
- Lead a team of 20 people & total experience of more than 5000 students over the period of 2 years.
- I polished my communication skills, my inter-personal relationships & known for being one of the most demanded Teacher.
- Max number of 130 calls per month.
- Helped students suffering from Diabetes, Hypertension/Hypotension, PCOD/PCOD, Infertility, Arthritis, Constipation/Piles & depression.
- Speciality in curating diet plans for children & elderly addressing the needs of students with lifestyle related health issues.

## Education

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- ❖ Bachelor in Arts 2017  
Major - Sociology & Psychology  
Parvatibai Chowgule College of Arts & Science
- ❖ Higher Secondary School Certificate 2014  
Major - Commerce  
Rosary Higher Secondary School
- ❖ Secondary School Certificate 2012  
Major – 10th  
Rosary High School

## Declaration

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I hereby declare that the information provided in this CV is true & accurate to the best of my knowledge. I assure you to uphold the highest standards of integrity & professionalism in all my endeavours.

Thanks & Regards  
Afreen Shaikh