



# Nida Altaf

CIVIL ENGINEER



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**Email Address**  
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**Date Of Birth**  
16 March 1995

## AWARDS

**Attendance** March  
**Award.** 2010

High School

**Class Rank**

**Recognition** July  
Kurukshehra University 2015

**The Peer award for  
Excellence in**

**Customer** July  
**Engagement** 2021

Urban Company

**Top Performer  
Award** April 2019

Ferns and Petals

## OBJECTIVE

A dedicated Customer Service Associate who provides exceptional customer service through active listening and problem-solving. In my 2 years of customer service, I have learned how to best assist all types of people even in the most challenging situations. I am driven to not only meet but exceed all expectations and deliver a positive experience through high-quality customer care whether face-to-face or over the phone.

## YAP Payment Services,

(January 2022 - Present)

Customer Experience Specialist, Quality Assurance Specialist, Contact Center Trainer,

Give the customer all the information that he needs regarding his account. Attended customers' calls, queries, complaints, and requests. Evaluate the contact center's inbound and outbound calls and chats. Do coaching sessions with the agents to provide them with feedback on their calls. Know the strength and weaknesses points of the agents, hence I can use their strengths to strengthen their weaknesses. Do quizzes for the agents to evaluate their knowledge of the products, policies, and procedures. Train the new joiners as well as the existing agents. Do role plays to train them how to handle the calls and handle different types of customers. Send communication e-mails to the agents when required.

## Urbanclap

(August 2020 - Oct 2021)

Customer Service Escalation Specialist,

Provided primary customer support to internal and external customers. Fielded customer questions regarding available merchandise, sales, current prices, and upcoming company changes. Communicated with vendors regarding back-order availability, future inventory, and special orders. A promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.

Trained staff on operating procedures and company. Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences. Prepared and recommended long-range plans for the development of department personnel. Compiled data highlighting key metrics to report information, determine trends, and identify methods for improving store results. Accomplished multiple tasks within established timeframes. Offered customer advice and assistance, paying attention to special needs or wants.

**Award** 2019  
Ferns and Petals

**Escalation specialist of the year** October 2019  
Urban company

## Ferns and Petals

Customer Experience Specialist, (January 2019 - February 2020)

Consistently met and exceeded department expectations for productivity and accuracy levels.

Described merchandise and explain the operation of merchandise to customers.

Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices. Monitored product standards, examining samples of raw products and processing tests, to ensure the quality of all finished products. Actively suggested operational improvements to enhance quality, improve production times and reduce costs. Check to ensure that appropriate changes were made to resolve customers' problems. Empathize with the customer to gain insight into the circumstances they were experiencing.

## EDUCATION

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**Junior High School High School Diploma** Science (December 2010 - December 2011) 9.6

**Senior High School High School of Diploma** Science (December 2012 - January 2013) 7.6

### Kurukshetra University

**Bachelor's Degree in Civil Engineering & Technology** (August 2014 - December 2018) 7.6

## SKILLS

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**Report preparation** Key holder experience

**Service standard compliance** Complaint resolution

**Recordkeeping strengths** Training development aptitude

**Customer Focused** Exceptional interpersonal skills

**Adherence to high customer service**

## Languages

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English, Hindi, Urdu.

