



Ayisha Fida

Motivated customer service professional in both management and supportive roles. Well-versed in building excellent rapport and experienced with resolving complex issues and winning customer loyalty.

Work experience

Customer Care Sep 2021 - Oct 2022

Malabar Gold and Diamonds, Kerala, India

- Answer incoming calls and respond to customer emails
- Manage and resolve customer complaints and issues
- Identify and escalate priority issues to the appropriate channels
- Provide product and service information to customers
- Research and resolve customer inquiries and provide solutions
- Follow up with customers to ensure their needs are met
- Process orders, forms, applications, and requests
- Communicate and coordinate with internal departments
- Keep records of customer interactions and transactions

Education and Qualifications

MBA- Human Resources Management Nov 2021 - Dec 2023

Annamalai University, Kerala, India

Bsc- Biotechnology Jun 2018 - Apr 2021

University of Calicut, Kerala, India

Skills

Communication Skills	<div></div>
Face to Face customer care	<div></div>
Online customer care	<div></div>
Multitasking	<div></div>
Problem solving	<div></div>
Good listening	<div></div>
Time management	<div></div>
Sales	<div></div>

Personal

Name
Ayisha Fida

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Email
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Languages

English

Hindi

Malayalam

Interests

Dancing

Listening music

Crafting

Cycling