

SHRIJANA SINGH

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☎ +971 50 718 1213 📍 Dubai, United Arab Emirates



ABOUT

Experienced customer service representative with a proven track record of delivering exceptional customer satisfaction. Skilled in effectively resolving customer inquiries, complaints, and issues in a timely manner. Committed to providing high-quality service and building positive customer relationships. Seeking a challenging role in a dynamic organization where I can utilize my skills to contribute to customer success and organizational.

EDUCATION AND QUALIFICATION

Bachelors of Arts & Social Work

PREMIER INTERNATIONAL COLLEGE
2018 - 2021
NEPAL

WORK EXPERIENCE

RELATIONSHIP OFFICER

JUNE 2023 - PRESENT
Dubai, UAE

BIGWIG MARKETING MANAGEMENT

- Actively engage in prospecting and acquiring new customers for credit card products.
- Effectively communicate the features, benefits, and terms of credit card products to potential customers.
- Guide customers through the credit card application process, ensuring accuracy and completeness of required documentation.
- Meet or exceed assigned sales targets and key performance indicators.
- Maintain accurate records of customer interactions, sales activities, and other relevant data.

TEAM MEMBER-RTB

NOV 2022 - MAY 2023
Dubai, UAE

EMIRATES FLIGHT CATERING

- Acquired food order information from flight catering information system.
- Load in-flight meals onto aircraft in accordance to cabin loading plans.
- Check raw materials to ensure compliance with specification.
- Check flight kitchens to ensure safe and hygienic work practices

TELLER

JAN 2019 - JUL 2022
Kathmandu, Nepal

SANSKAR SAVING & CREDIT COOPERATIVE LTD.

- Process customer transactions, such as deposits, withdrawals, and loan payments.
- Cash checks and provide customers with currency exchange services.
- Assist customers with account-related inquiries, such as checking balances and transaction history.
- Open and close bank accounts for customers.
- Maintain and update customer account information.
- Address and resolve customer inquiries, concerns, or problems in a timely and efficient manner.

CUSTOMER SERVICE REPRESENTATIVE

JAN 2018 - DEC 2018
Kathmandu, Nepal

SAJHADEAL ONLINE PVT LTD

- Attracting potential customers by answering product and service questions suggesting information about other products and services.
- Resolving customer complaints, managing database records, drafting status reports on customer service issues.
- Taking inquiries from Customers through Facebook, Instagram and phone calls and booking orders received from social media on websites.
- Receiving feedback from customers and passing feedback.
- Inventory maintenance, organizing, and verification.

LANGUAGES

ENGLISH

HINDI

NEPALI

CERTIFICATIONS

📄 Advanced Computer Course Certification.

PROFESSIONAL SKILLS

Sales and Marketing Skills

Microsoft Word

Microsoft Excel

Microsoft Powerpoint

Communication Skills

Product Knowledge

Problem Solving

Negotiation Skills:

Teamwork

Goal-Oriented

LINKEDIN:

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