**AFIFA KIDWAI**

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Languages: B2 level certificate in Spanish

**PROFESSIONAL BACKGROUND**

* Goal focused Customer service Representative with 5 years 4 month of experience in Front Office Operations, Client liaisons, Customer satisfaction across diversified verticals; global work exposure across the UK.
* Seeking a challenging role in the field of Client Service Representative and reporting to contribute towards Organizational success and to reach Senior Management Level. I'm highly organized and diligent with significant background with Client services.
* Highly skilled in taking ownership of issues raised by customers and work with cross functional teams to investigate, escalate and resolve them at the earliest towards solutions
* Demonstrable ability to capturing customer feedback and channelizing to internal teams for appropriate actions
* In-depth multi-tasking acumen to prioritize, and manage time effectively, resolve customer complaints, facilitate solutions, follow up to ensure resolution within the Turn-Around-Time limits
* Display superb customer service skills and capabilities - Basic Operating System - Knowledge of CRM, MS Office, including other customer relevant software & technologies
* Profound capability in end-to-end Front Office & Administration operations such as - organizing, supervision, coordination, inventory management, reservations/bookings, training etc
* Hands-on experience in evaluating guest satisfaction levels and working toward continuous support
* Strong understanding of the social media and content marketing .

***Skill Sets:*** Customer Satisfaction | Daily Productivity | Product/System Knowledge | Target Oriented mindset | Multi-tasking skills | Goal Achiever | Self Motivated | Front Office Management | Guest Service Management | Client relationships | Market Strategy Reception Management | F&B Management | CRM | MIS| Process Knowledge | Query & Issue Resolution |Sales & Marketing | Invoicing & Auditing | Reporting & Documentation | Record Maintenance |

**EMPLOYMENT HISTORY**

**Sep 2022-Jan 2024 Contact Centre Specialist I Cars24 Australia**

 Assisted over 70+ customers per day, providing successful solutions to the customer in polite manner using active listening to the customer retention

Taking Inbound Outbound as well as Chats using computer using CRM tools **AIRCALL, HUBSPOT and MESSAGEBIRD**

Using strong product knowledge and problem solving skills to assist customers with their concerns

Acted as a liaison between customers and its members

Dealing with the customers in Marketplace as well

**May 2019 – May 2021**  **Business Development Associate | Government Head Office, India**

• Key involvement in providing services and ensuring client satisfaction effectively

• Diligent in resolving queries regarding various issues, escalating unresolved issues with the internal team on a timely basis

• Facilitating information regarding various programs and events

**Jan 2017 – Apr 2019 Customer Service Representative | Wok N Roe, London**

* Answered customers’ questions by phone, email and face to face, maintained good relationship with customers, prepared food safety in compliance with sanitation standards
* Handled cash accounting, organized various events like concerts, and dealt with dealers regarding various food departments

**Jan 2017 – Feb 2018 Sandwich Artist | Subway, London**

* Greeted guests and prepared their orders, ensured food storage and preparation areas are maintained according to Health, Safety and Audit standards
* Complied with Food Code of Practice, monitored stock levels, checked deliveries, maintained high personal presentation in the provided uniform in alignment with customer expectations
* Delivered a high standard of service when dealing with products, sales and catering for customer needs

**Nov 2017 – Dec 2017** **PR Marketing & Financial | Henchman Group, London |**

* Vital role in making presentations on financial products, handling aspects of planned and publicity campaigns
* Involved in recruiting staff, facilitated clients on new promotion opportunities

**EDUCATIONAL BACKGROUND**

**2017** Master of Science in Behavioral economics in Action from Middlesex University, London

**2016** Bachelor of Arts from Isabella Thoburn College, India

**2013** Intermediate from St. Anthony Sr. secondary School

**2011**. High School from St. Anthony Sr. Secondary school

**HIGHLIGHTS**

* Student Representative of Isabella Thoburn College, UK from 2014-2015
* Participated in State Level Race Championship in 2014
* Participated in State Level Quiz Competition in 2012