



# Mushreena Faaz

**Career Objective:** Seeking assignments in Events, CSR/ CSE and Human Resource Development with a high growth oriented organization.

**Professional Abridgement:**

- A competent professional with more than 2 years of experience in the areas of Management, Business Administration and Customer Service.
- Proficient at providing value added customer service by resolving customer issues & ensuring their satisfaction with the product and the service norms.
- Strong organizer, motivator, team player and a decisive leader with successful track record in directing from original concept through implementation to handle diverse market dynamics.
- An effective communicator with excellent relationship building & interpersonal skills.

**CAREER CONTOUR**

**VFS Global - Operational Executive/ Biometric Officer, Feb 2019 – Jan 2020**

- Interface with applicants (applying for visa) and ensure all requisite information is captured accurately.
- Documents scrutiny and collection for visa processing.
- Handling customer/applicant queries personally, via email and telephone.
- Maintain and record all application data for Hungary, Switzerland and Malta. Ensure accurate and timely data entry into the system with zero errors.
- Scanning of all Hungary and Portugal applications.
- Ensure all administration and logistics of passport delivery to consulate/ applicant/ logistic company etc.

- Handle cash and bank related transactions if assigned and ensure 100% accuracy.
- Handling biometrics of 7 missions for applicants.
- Inform the applicants about the available Value Added Services and ensure delivery of Value Added Service options to applicants.
- Encourage applicants to provide feedback on services provided and their overall experience at the application center.
- Ensure that the entire process is completed within the mandated turnaround time.
- Provide training and help to new staff members.

**Etisalat Chanel Partner – Telesales Department, Jan 2012 – Jun 2012**

- Support sales representatives in opening new accounts and upgrading existing services.
- Quickly and effectively solve customer challenges.
- Promoting and convincing customers for 2p, 3p and E-Life packages.
- Handling all confidential information in a professional manner.
- Maintain records of correspondence flowing in and moving out.
- Daily follow up of customers and weekly reporting of sales to the Manager.
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.

**Dubai International Film Festival -Volunteer Staff- Customer Service Department, Dec 2010-Dec 2011**

- Providing help and advice to customers regarding issues related to their show tickets.
- Registration and ticketing sales of customers.
- Attending guests and maintaining good relationships.
- Set up and tear down tasks like chairs, decorations, etc.
- Stage hand – helping in props and cleaning between shows.
- ID checker – checking of the age limit to permit for shows.
- Runner/Floater – fill in the gaps, run errands, taking a role of someone who doesn't show up.
- Usher – guiding people to their seats, booths or events.
- Understanding the member/customer requirements, coordinating for customer satisfaction and for the improvement of the business.

**Personal Attainment:**

- Actively Participated in the co-curricular activities at school & college.
- Elected as student council member for students in college.
- Recognised with appreciation for effort made in Dubai International Film Festival – 2010
- Achieved prizes in University level inter-collegiate competitions – 2014 & 2015
- Attended T.I.M.E. workshop

- Certified with merit in Tally
- Certified course in Beautician Training

#### **Educational Qualification:**

- **Bachelors of Business Management**, University of Mangalore (2012 -2015)
- **Higher Secondary**, The Indian High School, Dubai (2009 - 2011)

#### **IT Skills**

- MS Office (Word, Excel, PowerPoint),
- Professional Tally ERP9

#### **Personal Profile:**

Date of Birth	:	02 <sup>nd</sup> Oct 1992
Language Known	:	English, Hindi, Malayalam, Kannada, Arabic (only basic)
Nationality	:	Indian
Passport Number	:	J1755243
Marital Status	:	Married
Visa Status	:	Husband's Visa