

Personal details

 Areej Abdullah

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 Hamdan Street-Abu Dhabi

 Abu Dhabi

 Female

 Pakistani

 Status: Cancelled Visa

Languages

Punjabi 

Urdu 

English 

Hobbies

 Travelling

 Games

 Cooking

 Teaching

Areej Abdullah

Dynamic Professional with Expertise in Customer Care/ Operations & Proven Track Record in leading team for Optimal Results



Profile

Dedicated and results-driven professional with a proven track record in Customer Care Service. Possessing a comprehensive skill set and a commitment to achieving organizational goals, I bring four of experience in well-structured organizations. Recognized for a strategic and analytical approach to problem-solving, I have consistently delivered high-quality results and demonstrated a capacity for adapting to evolving challenges.

Employment

Fleet Logistic Operation Supervisor

2024 - Jan 2025

Gulf G4 Delivery Services LLC Abu Dhabi (UAE)

To monitor staff works adhering to policies and procedures. Reviewed production productivity, quality, and customer-service standards.

Ensure compliance with health and quality standards.

Maintain a polite and humble personality while Overall riders' staff and supervisors

Check the amenities for their quality and proper provision to leave no ground for complaints from the logistics partner /Customers.

Arrange a Weekly Meetings with my leading class supervisor to insure zero complaints in the workplace and from logistics partners.

Learn details about our Quality and compliance standard.

Address any questions or issues to fleet may have.

Offer solutions based on the client's needs and capabilities.

Measure identified KPIs.

Team leader - Customer Service Dept

2022 - Feb 2024

Digicom Technology, Lahore

Motivated and experienced Team Leader with a successful track record in leading high-performance customer service teams at Digicom Technology. Adept at fostering a positive and collaborative work environment while driving excellence in customer satisfaction. Known for effective leadership, strategic problem-solving, and a commitment to achieving organizational goals

Key Achievements:

- Led a dynamic team of customer service representatives, achieving a 20% improvement in overall team performance within the first year.
- Implemented targeted training programs that resulted in a notable enhancement of team members' product knowledge and service delivery, contributing to a 15% reduction in customer complaints.
- Fostered a culture of continuous improvement, leading the team to exceed customer satisfaction targets consistently.

Leadership Skills:

- **Strategic Vision:** Developed and communicated a clear vision for the customer service team, aligning it with the overall goals and objectives of DigiCom Technology.
- **Team Collaboration:** Promoted a collaborative and inclusive team culture, encouraging open communication and knowledge sharing.
- **Performance Management:** Effectively coached and mentored team members, identifying strengths and areas for improvement to enhance overall team performance.
- **Conflict Resolution:** Demonstrated strong conflict resolution skills, addressing interpersonal issues promptly and fostering a positive and productive work environment.

Customer Care Representative

2020 - 2021

Apex Global Communication, Lahore

Dedicated and results-oriented Customer Care Representative with a proven track record of delivering exceptional service in a fast-paced telecommunications environment at Apex Global Communication. Known for effectively managing customer inquiries, resolving issues, and ensuring customer satisfaction. Adept at utilizing communication skills to establish rapport and build lasting relationships with clients.

Key Achievements

- Demonstrated exceptional proficiency in handling a high volume of customer inquiries through various channels, including phone calls, emails, and live chat, ensuring prompt and accurate resolution.
- Consistently exceeded performance targets, achieving a customer satisfaction rating of 95% through effective problem-solving and personalized assistance.
- Played a key role in implementing new customer service procedures, contributing to a 20% improvement in overall department efficiency.
- Collaborated cross-functionally with sales and technical support teams to streamline communication processes, resulting in a more seamless customer experience.

Skills and Qualities

- Strong communication skills with a friendly and empathetic approach, ensuring positive interactions with customers.
- Proven ability to adapt to evolving situations, maintaining composure in high-pressure scenarios.
- Proficient in utilizing customer service software and CRM systems to efficiently manage and track customer interactions.
- Excellent time management and organizational skills, consistently meeting or exceeding performance metrics.

Education

Matriculation

2015 - 2016

Govt. High School Takhet Pur, Pasrur

Faculty of Arts

2017 - 2019

Superior College for Girls, Sialkot

BS - English

2020 - Present

Allama Iqbal Open University, Lahore