



Jasmine Rai

📍 **Work** : Jabel Ali Industrial Area -01, Dubai, United Arab Emirates

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Date of birth: 30/08/1998 **Place of birth**: India **Nationality**: Indian

ABOUT ME

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. Bringing 3+ years maintaining customer satisfaction and contributing to success.

WORK EXPERIENCE

[2022 – Current]

CUSTOMER SERVICE REPRESENTATIVE

NESTO HYPERMARKET

- 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 TRAINING

Bachelor in Arts

KALIMPONG GOVT COLLEGE

LANGUAGE SKILLS

Mother tongue(s): Nepali

Other language(s):

Hindi

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C2

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

НАВИЧКИ

PROFESSIONAL

High attention to details | Customer Services. | Microsoft Word | 🎧 Active Listening
| Empathy and understanding | Adaptability and flexibility | Time management | Sales expertise | Creative problem solving | Microsoft Office | Microsoft Excel