

Fardeen M Sairally

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CUSTOMER CONTACT COMMS
ASSOCIATE (CL-12)

Career Objective

Adaptable professional with 3.5+ years of working experience in customer service. I am capable of dealing with challenging situations confidently and optimistically. I possess good communication skills, written and oral and I consider myself having an Extrovert personality being at ease with others. I am fully computer-literate and eager to learn. Having a pleasant personality, I can be a valuable asset to your project.

Additional Skills

- Flexibility/adaptability
- Communication
- Willingness to learn
- Social Media Experience
- Teamwork and collaboration
- Multitasking

Education

2016 **School Certificate (SC)**
Sir Abdool Razack Mohamed SSS

Languages

English

Full Professional Proficiency

French

Beginner

Work Experience

15.11.21
-
Present

Accenture

Customer Contact Comms Associate (CL-12)

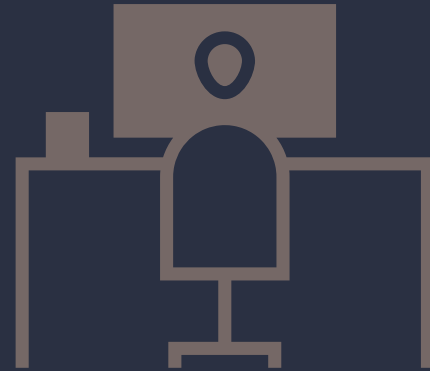
- Greeted customers by name and displayed respectful attitude, helping develop rapport with customer base and build lasting relationships.
- Developed and maintained working knowledge of internal policies, procedures and services to appropriately address customer issues.
- Complied with corporate and regulatory policies regarding information confidentiality and privacy.
- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.
- Responded to telephone inquiries and complaints following standard operating procedures.
- Updated and maintained database with accurate customer information and timely data entry.
- Investigated and researched issues to determine root causes and appropriate resolution methods.
- Remained open to feedback from supervisor and peers to build and improve skills set.

Work Experience

15.01.19
-
31.08.20

Insurance Advisor

- Interviewed prospective clients to obtain data about financial resources and needs, physical condition of person or property, and to discuss any existing coverage.
- Explained features, advantages and disadvantages of various policies to promote sale of insurance plans.
- Attended meetings, seminars and programs to learn about new products and services, learn new skills and receive technical assistance in developing new accounts.
- Calculated premiums and established payment method.
- Customized insurance programs to suit individual customers, often covered variety of risks.
- Worked with co-workers to complete tasks.



Work Experience

01.01.21
-
31.10.21

Artworker

- Performed "preflight" check of required font, graphic, text and image files ensured completeness prior to delivery to printer.
- Performed quality control of text and images.
- Generated prepress proofs in digital and other format to approximate appearance of final printed piece.
- Making adjustments and updating languages in order to ensure consistency in packaging designs for various regions.

SGS & CO

