

SADIYA SULTANA

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Bangalore, Karnataka
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ESCALATION SPECIALIST

OBJECTIVE

Hi, I'm Sadiya Sultana, an Escalation Specialist based in Bengaluru, Karnataka, India. Over the past 8 years, I've honed my skills in team handling, customer escalation management, and driving customer satisfaction and operational excellence. I am open to new opportunities and excited to bring my experience in customer relationship management to a new role.

SKILLS

Customer Service
Leadership and Teamwork
Escalation Management
Quick Learner
Decision Making

LANGUAGES

English | Advanced
Kannada | Native
Hindi | Advanced

EXPERIENCE

Escalation Specialist Apr 2021 – May 2024
Nobroker.com – Bangalore

- Handled social media escalations
- Led a team to manage customer issues effectively
- Developed strategies to improve customer satisfaction

Unit Lead Jul 2019 – Mar 2021
Nobroker.com – Bangalore

- Managed a unit of customer service executives
- Implemented process improvements for better team performance

Senior Executive May 2018 – Jun 2019
Nobroker.com – Bangalore

- Addressed complex customer queries
- Provided training to new team members

Senior Executive Feb 2016 – Feb 2018
FLIPKART – Bangalore

- Resolved high-priority customer escalations
- Collaborated with various departments to streamline issue resolution

EDUCATION

Commerce
Sri Bhagawan Mahaveer Jain College – Bangalore

- Studied financial accounting, business management, economics, and business law.
- Gained a solid foundation in commerce
- Developed analytical and critical thinking skills through coursework and projects.
- Participated in extracurricular activities and commerce-related clubs to enhance practical knowledge.
- Conducted market research and financial analysis as part of academic projects.
- Collaborated with peers on group assignments, fostering teamwork and communication skills.