






## CONTACT

-  206 Baniyas Centre Building , Deira , Dubai
-  0522327676
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## SKILLS

- Tally software
- Problem-solving
- Public relations
- Communication skills
- Microsoft excel

# Aadil Zia Warsi

## PROFESSIONAL SUMMARY

Reliable Customer Service Representative with extensive track record in demanding sales and account management environments. Strong presenter, communicator and problem solver, working effectively and productively with diverse customers and individual needs.

## WORK HISTORY

**Seller Support Associate** 04/2019 - 03/2020

**Teleperformance** - Delhi, India

- Raised productivity through strategic scheduling and effective time management.
- Generated increase in revenue through distributed email marketing, increasing web traffic.
- Ensured successful resolution of invoice discrepancies and matching issues, using **Skill** and **Skill**.
- Managed credit control, introducing automated reminder system that led to **Number**% decrease in late payments.

**Customer Service Advisor**

09/2016 - 12/2018

**Concentrix Daksh Pvt Ltd.** - Noida , India

- Offered detailed advice on product and service benefits, maintaining customer satisfaction and generating repeat business.
- Delivered quality information and service during telesales call handling, resulting in continued sales growth.
- Performed in-depth product research to answer and resolve complex customer questions.
- Increased customer acquisition through effective cold calling and lead management strategies.

## EDUCATION

**Bachelor Of Business Administration:** Business Administration, 07/2016

**Choudhary Charan Singh University** - Meerut , India

## PERSONAL DETAILS

Father Name : Mr. Zia-ul Hassan

Nationality : Indian

Sex : Male

Language Proficiency : English, Urdu and Hindi

Date of Birth : 22nd June 1996

Marital Status : Unmarried

Hobbies : Driving, Listening Music, Internet Surfing

Passport No: S2582293

Visa status: Visit visa