

ASHIRAF KADDU

Gender: Male
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OBJECTIVE

To succeed in an environment of growth and excellence and earn a job which provide me job satisfaction and self-development and help me achieve personal as well as organizational goals.

PROFILE

- Excellent customer services skills.
- Possess solid computer skills.
- Highly organized and dedicated to service, with a positive attitude towards work.
- Quick learner and a good team player.
- With the ability to demonstrate sense of urgency in a busy customer service environment in both retail and telecommunication industries.
- Outstanding problem-solving techniques and active listening skills.
- Able to defuse a difficult customer situation with tact and ease.
- Acknowledge for a dedicated commitment to providing excellent customer services.
- Industrious; able to work under minimum supervision for long hours and constantly meet tight deadlines.
- Excellent interpersonal skills, written and oral communication skills.

PROFESSIONAL EXPERIENCE

Noon - Senior Customer Service Representative: Dec 2018 – Dec 2020



- Tracking and managing the status of shipments
- General administrative duties to include: answering phones, pulling invoices, tracking deliveries and investigating deliveries
- Use associated information systems to coordinate and control the order cycle
- Communicate with internal operational groups to investigate and resolve complex channel partner repair and return issues
- Manage product customer service inquiries and communications

Zaful – Sales and Support Representative, Jun 2018 – Oct 2018 (Ecommerce)



- General administrative duties to include: answering phones, pulling invoices, tracking deliveries and investigating deliveries
- Communicate with customers through Live Chat using outstanding written skills on both customers initiated, and pro-active chat interactions
- Perform the end of day function to process sales from the previous day
- Advises customer on equipment and materials needed and procedures to follow to complete tasks they wish to perform.
- Establish and maintain good customer relations

Expedia Canada

Sales Representative: Apr 2015 – Oct 2017



- Working in Expedia.ca™ account
- Handle inbound calls while offering the highest level of customer service, and providing information regarding flights, fares, destinations, special offers and other travel products.
- Demonstrate excellent listening skills, patience, empathy, integrity and a passion for accuracy
- Helping the customers booking their travel reservations.
- Responsible for the customer's data safety and security.
- Perform outbound guest and reservation follow up via phone and email on a daily basis.
- Effectively drive each call to maximize sales of complete vacation packages while consistently demonstrating Service Excellence.
- Sabre Trained

Western Union USA/CANADA,

Western Union USA/CA – Customer Service -TPEG Advisor. (2013 - 2015)



- Handles customer inquiries on general account information, questions about their bill, products, services
- Obtain and evaluate all relevant information to handle inquiries and complaints.
- Perform customer verifications.
- Verify and update customer's account information to include phone numbers, address and Email.
- Process orders, forms, applications and requests.
- Direct requests and unresolved issues to the designated resource.
- Negotiating with the banks regarding customers delayed and unsuccessful refunds.
- Record details of inquiries, comments, complaints and actions taken to resolve the issue.
- Follow up on customer interactions and issues that were escalated to another department.

Western Union USA - Technical support.

- Deliver service and support to end-users using Western Union services.
- information using available resources
- Identify and escalate priority issues per Client specifications.
- Follow standard processes and procedures.
- Offer alternative solutions where appropriate.
- Follow up and make scheduled call backs to customers where necessary
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Diagnose and resolve technical hardware and software issues involving internet connectivity.

LANGUAGES

English (reading, writing, and speaking at a native level of fluency) .

Arabic (fluent - reading, writing, and speaking)

EDUCATION

- Mulusa Academy High School Diploma
- Cairo University Faculty of Commerce

Hobbies - Playing Soccer, Swimming, Traveling,
Running