



Mohammed Abdul Aleem

(Customer Service Executive)

CONTACT



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PROFESSIONAL EXPERIENCE

United Arab Emirates:

Aug 2020 – Oct 2020 (‘2’ months)

“Operations Executive”

Jmbr courier services Dubai, UAE

- Generate management reports in an accurate and timely manner.
- Develops MIS documentation to allow for smooth operations and easy system maintenance.
- Perform data analysis for generating reports on a periodic basis.
- Develop MIS system for internal communication.
- Provide strong reporting and analytical information support to management team.

India:

Nov 2018 – Feb 2020

“Customer Service Executive”

WALLS ‘A’SIA Architects & Engineers Hyderabad, India.

- Answer phone calls in a more professional manner and provide information about products and services as required by the callers
- They are responsible for taking or cancelling orders, and obtaining details of customer complaints
- Keep records of interactions and transactions of customer; keeping record of details of customer complaints, inquiries, and comments
- Process orders, applications, and forms
- Render administrative support to other customer care team members when the need arises, or as instructed
- Follow up customers and their complaints; ensuring that customer’s requests are attended to accordingly
- Manage a team of customer service representatives in dealing with complaints and inquiries. This will depend on the size of the company
- Establish and monitor the standards for customer service in the company. This is achieved using a recognized and comprehensive benchmark
- Identify tasks critical to keeping customer satisfaction levels in check
- Select, hire, and train new team members
- Network with various departments and groups that are involved in customer support, orders, and processing.

Education

2011- 2013

Master of Business Administration MBA)
(HR-Human Resource)

2007-2010

Bachelor of Commerce (B.com)

Skills

- Active listening
- Customer Service
- Effective communication.
- Decision-making.
- Times Management
- Stress Tolerance

Computer Skills

Ms-office

Word ☒☒☒☒☒

Excel ☒☒☒☒☒

Power-Point ☒☒☒☒☐

Outlook ☒☒☒☐☐

ERP

Tally ☒☒☒☐☐

Opus ☒☒☒☒☒

Languages

	Read	Write	Speak
English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Urdu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hindi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Arabic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Achievements

- Won Employee of The Month Award 4 times
- Got IRNR Quarterly Award.
- Certificate Diploma in Computer Hardware & Networking.
- Diploma in Accountancy.

Nov 2015 – Oct 2018

Customer Service Executive

MOL (Mitsui Osk Lines) Hyderabad, India.

- Interact with customers via phone, email, online chat, in person, social media.
- Resolve customer problems and complaints.
- Ability to effectively work with a team.
- Render administrative support to other customer care team members when the need arises, or as instructed to handle stress well.
- Possess a fair knowledge on how to use the computer system and its basic application.
- Record details of inquiries, comments and complaints.
- Prepare and distribute customer activity reports.
- Ability to work under pressure and still meet up with deadlines without making errors.
- Direct unresolved issues to a different department if needed.
- Provide customers with information on any open orders and invoices.
- Trained many new employees in customer service recitation, conflict resolution, and data entry practices.

Excel Skills

- LOOKUP Functions such as H-lookup, V-lookup, SUMIF/SUMIFS, COUNTIF / COUNTIFS
- Data Filters, Data Sorting, Merge Data
- Pivot Tables, Cell Formatting, conditional formatting.
- Data validation, Managing Page Layout
- Charts & its Analysis

2013 – 2015

Call Centre Executive

TATA TELE SERVICES LTD, Hyderabad India.

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Sell products and place customer orders in the computer system.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers.
- Research, identify, and resolve customer complaints using applicable software.
- Document all call information according to standard operating procedures.
- Recognize, document, and alert the management team of trends in customer calls.
- Follow up customer calls where necessary.
- Upsell products and services.
- Other duties as assigned.

Personal information

Date of birth : 07-08-1985
Father's Name : Mohammed Abdul Qayoom
Nationality : Indian
Marital Status : Married
Passport Number : K4151250
Visa Status : Visit Visa till "28 February 2021".

DECLARATION

I hereby certify that the above information is true and correct according to the best of my knowledge & Experience. If selected I assure that, I would perform my assignment to the best of my ability, eagerly awaiting a Positive response from your end.

(Mohammed Abdul Aleem)