

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Astute Call Center professional offering polished communication skills. Brings excellent organizational skills and talent for overcoming customer objections. Self-motivated and true team player.

## Work History

2022-01 -  
2022-08

### Customer Service Representative

*NCRI ASCENTIA SERVICES, DUBAI*

- Recommended products to customers, thoroughly explaining details.
- Calling customers and informing about Emirates IDS, Bank Debit cards And Credit Cards, BANK STATEMENTS taking address to arrange deliveries through Emirates Post Group.
- Delivered prompt service to prioritize customer needs.
- Maintained up-to-date knowledge of product and service changes.
- Promoted available products and services to customers during service, account management and order calls.
- Resolved associate, tool and service delivery issues revealed by statistical reports.
- Optimized customer support by establishing collaborative service environments through targeted operational initiatives.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Responded to customer requests, giving proper information and taking proper address to arrange deliveries through Emirates Post Group.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns

2019-02 -  
2022-01

### Customer Service Representative

*DR.NUTRITION WAREHOUSE , DUBAI*

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Collected and analyzed customer information to prepare product or service reports.



# Mohammad Aleem

Customer Service Representative

## Contact

### Address

Bur Dubai, DUBAI, 00000

### Phone

0503849041

### E-mail

aleem.mohammed586@gmail.com

### WWW

<https://zety.com/profile/mohammad-aleem/631>

## Skills

Complaint resolution

Shipping procedures understanding

Service standard compliance

Order fulfillment

CRM

Route dispatch

Creative problem solving

## Software

- Offered advice and assistance to customers, paying attention to special needs or wants.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Responded to customer requests for products, services and company information.
- Updated account information to maintain customer records.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Implemented and developed customer service training processes.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Entered orders in Micro Soft Dynamic computer database system.
- Resolved associate, tool and service delivery issues revealed by statistical reports.

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## Education

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2013-07 - **MBA: Accounting And Finance**  
2015-08 *JNTU UNIVERSITY - India Hyderabad*

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## Accomplishments

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- Customer Relations - Earned highest marks for customer satisfaction, company-wide.
  - Product Promotion - Up-sold products and motivated customers to upgrade current product plans.
  - Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
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## PERSONAL INFORMATION

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- FATHER NAME : MOHAMMAD SALEEM
- DATE OF BIRTH : 22-10-1992
- NATIONALITY : INDIA
- MARITAL STATUS : SINGLE
- RELIGION : ISLAM
- VISA STATUS : EMPLOYMENT VISA

MICROSOFT OFFICE

EPG SOFTWARE

TALLY

AVYUKTA

## Languages

ENGLISH

HINDI

TELUGU