



KAREEMUDDIN MOHAMMED



faisalbinkareem@gmail.com



+971 50 427 4288



Deira, DUBAI 88878



13-10-1998



Indian

EDUCATION

Certificate of Higher Education
**Scottsdale International
School**, Hyderabad, India

LANGUAGES

English B2
Upper intermediate

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.

SKILLS

- Telephone skills
- Problem solver
- Written and verbal communication skills
- Customer service expert
- Customer loyalty building
- Customer sales support
- Sales enquiry handling
- Sales expertise
- Top sales performer

WORK HISTORY

January 2020 - January 2024

Knoah Solutions Pvt Ltd. - Customer service representative, Hyderabad, TG

- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Assisted customers with varying questions using product knowledge and service expertise.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Upsold new products and accessories to customers, capturing significant increases in add-on sales.