



MOHASIEN B.V

Admin cum Operation Specialist

Dynamic Operation Specialist with a track record of anticipating and addressing customer needs effectively. Adept at multitasking, collaborating with cross-functional teams, and driving process improvements. Offering six years of experience in business operations, recognized for exceptional problem-solving skills and commitment to customer satisfaction

WORK HISTORY

o Admin cum Operation Specialist


Dell Technologies, (April 2022 - August 2023)


- Addressed customer issues via calls, demonstrating a keen understanding of their concerns.
- Led the seamless lift and shift of the out-of-warranty process, ensuring minimal disruptions and optimal efficiency.
- Created detailed process documents for the out-of-warranty process, providing clear guidelines for effective execution.
- Initiated and managed cases, swiftly progressing to quote generation or renewal quote issuance as required.
- Collaborated with AR team, conducted weekly calls, and created reports
- Facilitated credit card payments seamlessly during customer interactions over the phone.
- Directed customers to the appropriate support teams, ensuring a smooth resolution process.
- Assisted customers with the transfer of asset ownership, fostering positive customer experiences.
- Special instruction approver, responsible for reviewing and approving/rejecting team-updated special instructions.
- Conducted comprehensive training sessions and workshops for teams across APJ, EMEA, and NA.


o Admin cum Senior Operation Representative

Dell Technologies (November 2019 - April 2022)

- Determined service request completeness and customer issue resolution, evaluating hours and replaced parts.
- Generated final bills and invoice requests, ensuring timely payments.
- Contacted DSM/CE/ASM/SAM for task information and collaborated with procurement, bills payables, and bills receivables teams.
- Managed follow-ups with customers within a 7-day timeline.
- Booked final charges in the system upon receiving PO/CC.

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 Al karama, Dubai

SKILLS

- Multi-tasking
- Teamwork and Collaboration
- Process Improvement
- Problem-Solving
- Attention to detail.
- Organizational skill
- Ability to handle escalation
- Interpersonal skills

TOOLS

- CRM (Oracle, AEON)
- ERP (SAP, Salesforce , Lightning, S360, Dell Main)
- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook, Teams)
- Moxie
- DSA
- Jira
- quick books
- SharePoint, Avaya, British Telecom

EDUCATION

SECONDARY SCHOOL

Krupanidhi pre-university college
2012- 2014

BACHELOR OF BUSINESS
ADMINISTRATION

Administrative Management College
2014 - 2017

LANGUAGE

ENGLISH
HINDI
KANNADA
MALAYALAM

o Admin cum Operation Representative

Dell EMC Corporation (July 2017 - November 2019)

- Understanding customer issues via calls and emails and creating T&M estimates for their issues.
- Resolved customer issues through collaboration and timely solutions.
- Uploaded signed agreements, credit card details, and purchase orders on SharePoint.
- Raised Install Base tickets to rectify T&M statuses.
- Collaborated with entitlement and renewals teams for accurate contract updates.

o ACHIEVEMENTS:

- **Revenue Growth:** Successfully maintained a consistent quarterly revenue of \$300k for the LATAM region, showcasing adeptness in implementing effective sales and business development strategies.
- **Strategic Initiatives:** Distinguished for leading and implementing successful initiatives, demonstrating strategic thinking and the ability to execute plans that positively impact business operations. Instrumental in enhancing billing processes, contributing to organizational efficiency and financial accuracy.
- **Customer Satisfaction Enhancement:** Acknowledged for significantly increasing customer satisfaction by not only focusing on internal processes but also ensuring a positive and direct impact on the overall customer experience.
- **Billing Process Optimization:** Cleared billing backlogs, a notable accomplishment that underscores organizational and collaborative skills. Collaborated seamlessly with cross-functional teams, showcasing an ability to work effectively across departments to achieve common goals.
- **Financial Accuracy Improvement:** Instrumental in improving billing accuracy, a crucial factor for maintaining financial transparency and establishing credibility with clients and stakeholders.
- **Training and Development Leadership:** Recognized for conducting impactful training sessions, demonstrating a commitment to building and enhancing team capabilities. Successfully elevated team knowledge and performance in the Out of Warranty process, showcasing expertise in knowledge transfer and skill development.

DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge.

Name: Mohasien B.V