



BASHEER REHANA

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Experience Synopsis

My overall experience of 13 Years, including a decade plus experience in the United Arab Emirates in the area of Business Development, Account Management, Sales and Customer Service has given me the required competencies in fast paced work environments across various sectors covering Telecom, Banking, BPO and IT industries.

I can manage Small Medium Enterprise Accounts maintaining their Base, Customer Service and out serving the customer with Excellent service. Strong Functional knowledge in Banking Domain. Enabled to interact with End User Customers, Managers and Different Departments.

Carrier Outline

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|------------------------|---|
| Jan 2016- Till Date | Du EITC Telecommunication (Senior Executive – Telephonic Account Management)- Dubai |
| Aug 2008 – Jan 2013 | ADCB (Abu Dhabi Commercial Bank- UAE) Business Support Officer/ Customer Support Executive |
| Oct 2006 – Oct 2007 | Standard Chartered Bank (Scope International) Senior Customer Support Executive (Dubai Project) |
| Sept 2004 – April 2006 | HCL BPO Technologies (India- Chennai) Senior Technical Support Officer/ Call Quality Auditor |

Awards and Recognition

- Certificate of Excellence – Sales Super Star Award for Q1 2019
Top Sales Achiever Small Medium Business.
- Certificates of Excellence – Overall Best Performance 2018
- Appreciation for Best Live Service Call- 2009
- Excellent rating for a POSE call survey. 2005

Education

- Master of Computer Science (MCA) from Bharathidasan University, India
- Bachelors of Science from Madras University, India.

Work Experience Details

Senior Executive – Telephonic Account Management

Jan 2016 - till date

Du EITC Telecommunications – UAE

Key Achievements:

Successfully managing over 370 corporate SME accounts and reduced their telecommunication spending by **20-30%**

Responsibilities:

- ✓ Quantify costs and determine benefits relevant to the customer needs
- ✓ Account Management, dealing with all customer corporate queries on mobile and fixed landline services.
- ✓ Maintain high quality performance in areas of responsibility and deliver results.
- ✓ Managing 350 Enterprise accounts with one of the best corporate plans to bring revenue to the company.
- ✓ Plan time effectively and delegate work appropriately across the wider SME team.
- ✓ Maintain high levels of appropriate product and service knowledge.

Business Support Officer / CSO Abu Dhabi Commercial Bank Dubai, UAE

Aug 2008 till Jan 2013

Key Achievements:

Maintained the Average call handling time and given first call resolution to the customers.

SLA Maintained on clearing the Queue for CCL/BT request.

Responsibilities:

- ✓ Processing the CCL/BT/SPP request and forwarding to Operations dept.
- ✓ Checking the eligibility criteria for CCL/BT request like MOB, % checking and last 6months history.
- ✓ Communicating with the operations department regarding return reject cases n criteria check.
- ✓ Educating the officers with any latest update on CCL/BT/SPP and to book request accordingly.
- ✓ Refresher training to the officers about the CCL/BT criteria's and also updating them with any new updates in process.
- ✓ Checking with the dispatch for ATM card and Credit card status. Dealing with the Tools like CRM software, Delta, EFT and Seibel Services to access customer's details.
- ✓ Enrolling for E banking and generating T Pin for the customers.

Senior Customer Service Executive/TQA Quality Officer
Standard Chartered Bank, Chennai, India

Oct 2006 till Oct 2007

Key Achievements:

Managed 100% Service Level by having the calls answered within the first few seconds and avoid calls being abandoned.

Responsibilities

- ✓ Received telephone requests from UAE customers for debit card and cheque book and also handling queries regarding the customer's accounts and credit card information.
- ✓ Dealt with Customer complaints and follow up the cases with the software Tools EBBS and LMS.
- ✓ Assisting the UAE customers with their queries with courtesy empathy and sympathy out serving the customer and resolving the issue.
- ✓ Involved in auditing the calls and Rating the Best Call of the Month which will be called as CE Champ of the month, as well as training and development for the agents and to give outstanding service to the Customers.

Senior Technical Support Officer/Call Quality Auditor
HCL BPO Technologies Pvt. Ltd., Chennai, India

Sept 2004 till April 2006

Key Achievements:

Maintained good relation with POSE customers and received excellent survey results with 100 % service level.

Responsibilities

- ✓ Achieved and maintained rapport with customers.
- ✓ Used CRM to retrieve customer information and assisted them in getting connected.
- ✓ POSE evaluation training given to the agents on floor to maintain their AQS
- ✓ Quality scores and maintains the different metrics like ATT and AHT.
- ✓ Conveying the client requirements to the team with regards to the process.
- ✓ Monitoring the calls and rating the quality of the call, coach the agent giving feedbacks about the call.

PERSONAL DATA:

Nationality : Indian
Marital Status : Married
Visa Status : Husband Visa
LANGUAGES : English, Hindi, Tamil & Urdu