



# Syed Irfaan

Customer Service Executive  
| ADMIN

## Work Experience

Admin | Customer Service Supervisor Contract (11/2024-12/2024)

### SITTERS | AUH

#### Roles & Responsibilities:

- Supervised customer service operations, ensuring prompt issue resolution and high satisfaction.
- Managed administrative tasks, including documentation, data entry, and record-keeping.
- Oversaw team performance, provided training, and ensured compliance with company policies.
- Handled customer inquiries and escalations through multiple communication channels.
- Coordinated with internal departments to streamline workflows and improve efficiency.
- Assisted in process improvements to enhance customer experience and operational effectiveness.

Admin & CSR

2023 - 09/2024

### ALMINA TRADING LLC | AUH

#### Roles & Responsibilities:

- Managed employee attendance, shift schedules, and leave tracking to ensure smooth operations.
- Handled customer inquiries via phone and email, resolving issues promptly to enhance satisfaction.
- Maintained and updated records, reports, and documentation with accuracy.
- Coordinated with internal teams to streamline administrative and customer service processes.
- Processed bookings, managed service requests, and ensured timely follow-ups.
- Assisted in improving customer support strategies to boost engagement and retention.

Customer Service Executive

2022 - 2023

### HONOR | AUH

#### Roles & Responsibilities:

- Provided exceptional customer support through phone, email, and in-person interactions.
- Resolved customer inquiries, complaints, and technical issues efficiently.
- Assisted customers with product information, troubleshooting, and warranty claims.
- Processed orders, returns, and exchanges while maintaining accurate records.
- Collaborated with internal teams to improve service processes and customer satisfaction.
- Ensured compliance with company policies and service standards.

## Contacts



+971544780665



Cyedirfaan@gmail.com



Abu Dhabi, UAE

## About Me

Experienced administrative and customer support professional with a strong background in handling customer inquiries, managing documentation, and optimizing workflows. Proficient in CRM systems, data entry, and IT support, ensuring smooth operations and high customer satisfaction. Skilled in problem-solving, multitasking, and effective communication. Adept at working in fast-paced environments with a focus on efficiency and accuracy. Seeking to leverage my expertise in administration and customer support to contribute to a dynamic organization.

## Education

### BCA (india)

2018-2020

### 12th

2016 - 2018

## Skills

#### Technical Skills:

- CRM Systems (Salesforce, HubSpot, Zendesk)
- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Google Workspace (Sheets, Docs, Drive)
- Data Entry & Record Management
- HMS Troubleshooting (Huawei Mobile Services)
- IT Support & Troubleshooting
- ERP & Inventory Management

#### Customer service Skills:

- Customer Relationship Management
- Complaint Handling & Resolution
- Call Center Operations
- Multichannel Support (Phone, Email, Live Chat)
- Conflict Resolution & Escalation Handling
- Service Quality Assurance.

Customer Service Executive & HMS Troubleshooter

2022 - 2022

## HUAWEI | AUH

### Roles & Responsibilities:

- Provided end-to-end customer support through phone, email, and live chat, ensuring high satisfaction.
- Assisted customers with HMS (Huawei Mobile Services) troubleshooting, resolving app, account, and system-related issues.
- Handled escalations and complex technical inquiries, ensuring timely and effective solutions.
- Processed orders, returns, and service requests while maintaining accurate records.
- Maintained and updated CRM systems to track customer interactions and issue resolutions.
- Collaborated with internal teams to enhance customer service processes and technical support efficiency.

Senior Customer Service Executive

2020 - 2022

## ATMEGA INFOTECH | INDIA

### Roles & Responsibilities:

- Provided technical and non-technical customer support through phone, email, and chat.
- Assisted clients with troubleshooting IT-related issues and service requests.
- Managed administrative tasks, including data entry, documentation, and reporting.
- Maintained and updated CRM and ticketing systems for efficient support tracking.
- Coordinated with internal teams to resolve customer queries and improve service delivery.
- Ensured compliance with company policies and service level agreements (SLAs).

### Administrative Skills:

- Employee Attendance & Shift Management
- Documentation & Report Preparation
- Scheduling & Calendar Management
- Process Improvement & Workflow Optimization.

### Soft Skills:

- Communication & Interpersonal Skills
- Problem-Solving & Critical Thinking
- Time Management & Multitasking
- Team Leadership & Collaboration
- Adaptability & Attention to Detail

## Languages

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- ENGLISH
- HINDI
- ARABIC
- URDU
- KASHMIRI