



# Mohammed Rafiur Rahaman

## Customer Success Manager

No 549 4th Main Bhuvaneshwari  
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I'm very excited to be considered for the role of Customer Service Representative. As someone who can learn quickly and improve the process, I strive to be a vital component of every team I join. By staying on top of deadlines, I allow ample time to fix issues that may arise last-minute during projects. By combining my work ethic with the world-class team,

During my previous role at Res And Com Squad, I was in charge of handling customer Calls and Escalations in a timely and professional manner.

By providing impeccable service to clients, I was able to spread enthusiasm and positive word of mouth across the community. I take pride in conducting myself in a professional manner when representing a company. I thoroughly enjoy getting to know customers and figuring out how best to serve their needs, At Res And Com Squad,

I was consistently at the top of the list for most positive customer feedback each week.

By setting a good example for my fellow employees,  
Thank you for considering me for this position.  
I'm thrilled about getting to learn more details about the Customer Service Representative position at your organisation Exponential growth is vital to my ability to flourish as a Customer Service rep.

Sincerely,  
Mohammed Rafiur Rahaman

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## Experience

### Coordinator

*Construction Concept Gen.*  
May/2013 - July/2016

As a Manpower Coordinator my Roles and Responsibilities were.

- Resolve Workers/Labourers complaints via phone, email,
- Use telephones to reach out to Clients and verify account information.
- Greet Clients warmly and ascertain problem or reason for calling.
- Handling High Volume of Incoming Calls.
- Understanding Client and Manpower issues Providing them Resolution on their issues faced.
- Working on Clients emails and revert for the same.
- Handling Escalation Calls
- Payment Collection

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### Subject Matter Expert

*Res and Com Squad*  
11/Feb/2017 - 07/Jan/2020



As a Subject Matter Expert my Roles and Responsibilities were.

- Was Responsible for Support and Sales
- Team Handling
- Assisting Team members on doubts and helping them to solve client issues
- Monitoring Calls and sharing feedback with team members
- Handling Escalation Calls and identifying Customers problems and Assuring customers that their complaint tickets will screen and monitored personally
- Training New folks on Process
- Conducting Process Test
- Sharing team performance reports to reporting manager on daily

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## Customer Success Manager

*Moonfrog labs Pvt Ltd*  
March/2020 - July/2020



As a Customer success manager my Roles and Responsibilities were.

- Responsible for highly paid clients on game
- Ensuring Clients that their accounts are safe and secured and their credentials are confidential
- Addressing Clients issue on game checking on proper tools
- Ensuring Clients on being cheated will be monitored and their coins balance is safe
- Planing events for clients
- Responsible for clients retention ensuring that they are playing the game
- Responsible to design purchase offers for clients
- Taking full charge of the situation under pressure

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## Education

### SSLC/10TH

*Holy infant High School*  
2007 - 2008

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### 2ND PUC/12TH CLASS

*Karnataka State Open University*  
2008 - 2010

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## Awards

Consistently has been top performer in my team, for best Quality and Productivity. Got appreciated by my Manager and CMT's (Client management team) for every request is attended on a timely manner, Increasing productivity and quality of work. Have been recognized in every R&R (Rewards & Recognitions ) at Res And Com Squad Pvt Ltd.



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## ***Skills***

- Product Knowledge,
- Strategic Prospecting
- Rapport Building with clients
- Time management
- Convincing
- Root cause analysing
- Problem Solving
- Patience
- Interpersonal
- Adaptability
- Team Player
- Self Motivation
- Team Management
- Team Training

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## ***Other Details***

Father's Name: Mujeeb Ur Rahaman  
Marital Status: Married  
Religion: Islam  
Nationality : Indian  
DOB. : 28/08/1989

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## ***Hobbies***

Listening to Music  
Traveling

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## ***Languages.***

English  
Arabic (Basic Manageable)  
Hindi  
Urdu &  
Kannada