



MIRZA MOHAMMED RAZA

CUSTOMER SUPPORT SPECIALIST

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SUMMARY

Customer Service Representative with around 4 years of experience in telephone customer service, including sales, tech support and customer care. Familiar with major customer service software. Aiming to use my proven skills to effectively fulfill HR/PRO/Administrative Role in your company. Also Posses Strategic- relationship and partnership – building skills- Listen attentively, solve problems creatively and use tact and diplomacy to achieve win outcomes.

EXPERTISE

Interpersonal skills

Organizational skills

Team Management

Problem solving

Time Management

Analytical thinking

Presentation skills

WORK EXPERIENCE

BITLA SOFTWARE PVT.LTD

BENGALURU, INDIA

(BITLA software is one of the leading innovative technology solutions for the travels, Hospitality, Tracking services, Holidays and logistics business, The work with work various bus operators, Bus GDS and online bus ticketing portals)

Customer Support Associate

April 2018-Sep 2019

- Assisting customers on any technical issues related to E-Ticketing and E-Ticket refund related quires.
- Excellent phone manners and ability to deal with high-volume calls
- Assisting OTA employees on any issues related to the process.
- Submit timely reports and prepare presentations/proposals as assigned, Assist colleagues whenever necessary.
- Assisting Customers on refund related queries.
- Assisting colleagues in problems related to work
- Addressing any employment relations issues, such as work complaints and harassment allegations.
- Informing job applicants of job duties, responsibilities, benefits, schedules, working conditions, promotion opportunities, etc.
- Ensuring new hire paperwork is completed and processed.
- Implementing the organization's recruiting strategy & Administering on-the-job training programs.

ACHIVEMENTS AND CO-CIRRICULAR ACTIVITIES

- Awarded as the best employee performer for the month
- Awarded for the dynamic leadership in college feast
- Won Prizes in a study camp
- Participated in a cycling event organized by the Bangalore environment Trust.

EDUCATION

2019-2021 **Masters of Business Administration(MBA)**
(HRM & MARKETING)
(R.J.S Institute of Management studies)

2013-2016 **B.SC(Biotech)**
(R.J.S Frist Grade College)

2012 **Pre-University**
(Krupanidhi Pre-University)

2010 **SSLC (10TH)**
(Bethany High School)

TECHNICAL SKILLS & CERTIFICATIONS

Operating system

HTML, Data Entry

Tally ERP 9

PERSONAL INFO

Nationality: Indian

Gender: Male

Languages: English, Hindi,
Kannada

Passport No: N0184875

VISA NO: 223470790 (24/2/2022)

INTELNET GLOBAL SERVICES PVT. LTD

BENGALURU, INDIA

Tele-Sales Executive

August 2017-April 2018

- Tele-Calling the customers from the data provided by the company and Converting the calls into leads
- Informing about the SBI credit card benefits and rewards points to the customers and attracting the customers for applying for the same.
- Checking the CIBIL score of the interested customers and informing them whether they are eligible to apply it.
- Providing about all the terms and conditions of the SBI credit card to the interested customers
- Answering and resolving all queries of the customers
- Informing the customers about the dispatch procedure of the credit card
- Providing assistance to the customers after sales
- Achieving the monthly sales targets
- Perform other related duties, projects, tasks and assignments as required

PROPERTY HUB PVT. LTD

BENGALURU, INDIA

REAL ESTATE EXECUTIVE

March 2105-july 2016

- Tele-calling.
- Assisting the customers
- Marketing and Research on Competitors and Real-Estate Market.
- Meet clients and show them the property and explain the projects to them.
- To provide on the job and professional training sessions to new employees.
- Keeping and maintaining record of all the department employees.
- Handling all the incoming emails.
- Providing best possible assistance to the subordinates for Customer Support.
- Collect data and manage Customer Information