

SADEGH RASOUL BAKHSH DORZADEH

CONTACT DETAILS

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CAREER PROFILE

Experienced Customer Support Executive in (Insurance, Banking, Outsourcing, Brokerage & Retail domain)|Strong Customer Orientation | Ability to engage with different types of customers|Adept at handling Customer Complaints & provide appropriate solutions|Focus on Customer Retention & Analytical Problem Solving Solution

STRENGTHS & SKILLS

- Energetic and Excellent communication & interpersonal skills
- Proficient with MS Word, Excel, Outlook and PowerPoint.
- Result oriented with experienced Customer Relation management.
- Easily adaptable to new environment.
- Multi-Lingual Communication (English, Arabic ,Hindi/Urdu)
- Ability to effectively deal with conflicts.
- Good Multitasking ability
- Quick learner
- Hard Working

EDUCATION HISTORY

OUR OWN HIGH SCHOOL

HIGHER SECONDARY SCHOOL | Graduated Class of 2015 Commerce

- Focus on Accountancy, Business , Economics & Marketing
- Member of the Students Digital Marketing Society
- Member of Students Prefectorial Board

WORK EXPERIENCE

FULL TIME

OUTBOUND CATI OPERATOR (COMPUTER ASSISTED TELEPHONIC INTERVIEWER)
IPSOS (CALL CENTER) SHARJAH | SEPTEMBER 2015 – DECEMBER 2016

- Collect valuable feedback from the customers of the (Emirates NBD) and Metlife Alico Insurance regarding their experiences Of Using the various products and services offered by the organisations.
- Measure customer's satisfaction level on a Scale of 0 to 10, accurately write down the customer's Complaint, Feedback and suggestions

CALL CENTER AGENT
SHARAF DG | JULY 2017 – DECEMBER 2017

- Dealing with all types of inquiry calls and Achieving sales targets by maximizing all customer contact opportunities to provide product knowledge, increase units per transaction and sell across all channels
- Following up with customers regarding their delivery and conducting a quality check whether they have received the right product
- Receiving Complaint calls and registering every detail about the complaint in the system and forwarding the issue to the concerned team.
- Was also responsible for Service & Maintenance Calls especially for (Home appliances and electronics)

CUSTOMER SERVICE REPRESENTATIVE
VFS TASHEEL | FEBRUARY 2020 – MARCH 2020

- Collection of completed Application Form and Supporting Documents from applicant.
- Background screening and verification of records like identity, Criminal record, Financial Record based on the requirement of the government.
- Providing Visa Application guidance to the prospective applicants either personally or via email.
- Handling of cash & bank related transactions.
- Entering the applicants data in the system and assisting him with passport collection Process.

TELESALES EXECUTIVE
SMARTWINGS MARKETING | APRIL 2020 – SEPTEMBER 2020

- Contacting potential or existing Clients to generate leads and meet sales targets.
- Inform the clients about the existing market conditions and future investment prospective in our investment platform (Noor capital)
- Negotiating with clients in regards to the investment criteria and amount by giving them information about share and commodity prices in the international stock market.
- Getting them registered in the investment platform and making sure the payment made in the investment wallet of the clients.

PROMOTIONAL JOBS

- **Worked as a Outdoor sales executive For Etisalat (Post Paid Plans)**
- **Worked as a sales executive in Gitex For (HP Laptops)**
- **Worked as a promoter in Sharjah for (XPRESS MONEY)**
- **Worked for TECNO MOBILES as a sales man/promote**
- **Worked as a promoter in Dubai for (Emami Navratna hair Oil) & (Fair and handsome)**
- **Worked as a warehouse Associate For (Souq.com)**
- **Worked as a Merchandiser for Samsung Mobiles In Carrefour (Ajman City Centre)**
- **Worked as a Sales promoter for DU (Broadband Home Internet) in Deira City Centre**
- **Worked as a RETAIL SALES ASSOCIATE in Sharjah For (Adidas)**
- **Worked as a Retailer in Sharjah For (Threads Uniforms)**
- **Worked as Guest Representative (Guest receiving and Arranging Transportation) in SHARJAH INTERNATIONAL BOOK FAIR**