



AJMAL MUSTHAFA

CSA customer support assistant

✉ Ajmalmusthafa01@gmail.com

☎ 00971507102919

📍 United Arab Emirates.

🔧 TECHNICAL SKILLS

Autocad

👍 INTERESTS

SALES
CUSTOMER SUPPORT ASSOCIATE
MERCHANDISER

👍 PERSONAL STRENGTHS

Team player
Flexibility
Co operative
Goal oriented
Quick learner



CAREER OBJECTIVE

Looking for an opportunity in a reputed organization which will help me to deliver my best in order to meet the demand and growth of the organization.



EXPERIENCE

Emirates national oil company UAE (Dubai)

CSA customer support assistant

November 2016 - November 2018

Assisting customer for the introducing products and services.

Cashier and merchandising.

Ability to handle more than one customer at a time.

Inventory and store controller.

TELEPERFORMANCE GLOBAL SERVICES PRIVATE LIMITED. India (Banglore)

CUSTOMER SERVICE ASSOCIATE

May 2019 - June 2020

State Bank of India personal account.

Handling with Query, Request and Complaints.

Guiding and fixing the customer concern.

INNOVATIVE RETAIL CONCEPTS PVT LTD India (Bangalore)

Transaction analyst and customer support associate

June 2020 - December 2021

Pitch enterprise products and services to prospective customers

E-commerce telesales and marketing

Create sales funnel and ensure account penetration

Organize and execute demonstration activities

Achieve defined acquisition targets

Interact with customer and Manage customer relationships and escalations

Handling with Query, Request and Complaints transition, product and service related.

Monitoring transaction payment channels and gateway.



EDUCATION

Madurai kamaraj university

Bachelor of commerce

70

GHSS Karimba, Kerala state board exam

Higher secondary education

78

Kerala state board

High school

87



PERSONAL PROFILE

Date of Birth : 30/04/1996

Marital Status : Single

Nationality : Indian

Known Languages : English, malayalam, Tamil, Hindi

Hobby : Football and Listening to music

Passport : M7190752

Visa status : Visiting visa date started from 12/01/2022



DECLARATION

I consider myself confident about my ability to work in a team. I hereby declare that the information furnished above are true to my knowledge.

AJMAL MUSTHAFA