



ASIF AFSAL

PERSONAL DETAILS

- Problem analysis and problem solving
- Excellent client/customer relation
- Fast learner and self motivated
- Ability to work under pressure on any shift patterns
- Safety
- Decision making
- Attention to detail
- Multitasking

CONTACT



105, Diamond Tower 1
Al Nahda, Sharjah
United Arab Emirates



00971-544421359
00971-547435822



asasif497@gmail.com

LANGUAGES

English
Malayalam
Tamil

SUMMARY

Energetic and dedicated sales executive / customer service representative with 3+ years experience.

WORK EXPERIENCE

September, 2017- August, 2018	ADMIN/CUSTOMER SERVICE REPRESENTATIVE G-Tech Computer Education •Deal directly with customers either by telephone, electronically or face to face•Respond promptly to customer inquiries•Handle and resolve customer complaints•Obtain and evaluate all relevant information to handle•Product and service inquiries •Provide pricing and delivery information•Perform customer verifications•Set up new customer accounts•Process orders, forms, applications and requests•Organize workflow to meet customer timeframes•Direct requests and unresolved issues to the designated resource•Manage customers' accounts•Keep records of customer interactions and transactions•Record details of inquiries, comments and complaints•Record details of actions taken•Prepare and distribute customer activity reports•Maintain customer databases•Manage administration•Communicate and coordinate with internal departments•Follow up on customer interactions •Provide feedback on the efficiency of the customer service process Quilon, Kerala
February, 2019- January, 2020	SALES EXECUTIVE Royal Enfield •Sales and services of vehicle•Vehicle Registration•Managing vehicle insurance•Marketing promotional products•Conducting store audit•Customer survey
September, 2020- February, 2021	COMPUTERIZED ACCOUNTING Hello Care High tech repair and service center Tally/Maintaining company data/Tally vouchers/Display and reporting
February, 2019- January, 2021	SALES EXECUTIVE [PART-TIME] Loco Pilot Textile wholesale Trader
March, 2021- June, 2022	COMPUTERIZED ACCOUNTING RR Plastics Glow Sign Makers Tally/Maintaining company data/Tally vouchers/Display and reporting

EDUCATION

March, 2019- February, 2020	CERTIFIED COMPUTERIZED ACCOUNTING(CCA) Tally+GST,VAT,PC Software MS Office Excel Word PowerPoint Outlook.onenote
March, 2013- March, 2015	HIGHER SECONDARY Leo XIII School, Alappuzha Marks: 82%
May, 2012- March, 2013	TENTH BOARD Carmel Academy HSS, Alappuzha Marks:79%

AWARDS

2019	EMPLOYEE OF THE YEAR [2019-2020] Royal Enfield
2018	EMPLOYEE OF THE MONTH [FEBRUARY 2018] G-Tech Computer Education