



**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**

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 **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