

Resume

Mudassir

Address : Hor Al Anz, Naer Abu Hail Metro
(DUBAI)

Mobile : 0529314804

E-Mail : mudassir20194@gmail.com

Uae driving License : YES



» CAREER OBJECTIVES:

Dedicated Customer Service Representative motivated to maintain Customer Satisfaction and contribute to company success.
exceptional communication skills and experience of working in Service Center environment can be utilized to the fullest.

» PROFESSIONAL SUMMARY

- . Handle Customer Inquiries, Complaints billing questions and payment extension service request.
- . Ability to get on with all levels of people and possess strong relationship building skills.
- . Ability to gain result through other.
- . Articulate and well presented..

» ACADEMIC QUALIFICATION:

- . M.B.A from Swami Vivekanand Subharti University , Meerut (India) in year of 2018
- . Graduation (B.com) from MJPRU, Bareilly (India) in year of 2015
- . Intermediate from U.P. Board, Bareilly (india) in year of 2012
- . High School from U.P. Board, Bareilly (India) in year of 2010

» WORK EXPERIENCE



Two Year Experience of Customer Service in Samsung Service Center. (INDIA)

Job Profile

- . Address Customer service inquiries in a timely.
- . Maintain Customer Feedback Register.
- . Meeting management with Customers and fulfilling the requirements based on the available.
- . Give good Service to Customer
- . Never Say no to Customer give the Satisfaction.
- . Research complicated cases without prompting to provide more Comprehensive service to customers.

» CURRENT WORK EXPERIENCE

ONE Year Experience Of OPPO MOBILE AS A SALES PROMOTER & Currently WORKING. (UAE DUBAI)

Job Profile

- . Greet All Customers and provide Excellent Service.
- . Answered customers' questions Provide information about specifications & Warranties.
- . Assured that store displays and work stations are complete, tidy, functional Presentation.
- . Always Ready for Hard Work Straight Duty on Promotion Days & Skip WeekOff for fullfill Target.
- . Make Good Relationship With Stor Manager & Staff Support Them by Selling.
- . Good knowledge About Compititors & Confident about Our product.
- . Attract to Customers By telling product features Suggested specification Product purchases to meet Customers need.



Additional Responsibilities :Work On Repeat Issue cases, prepare MIS Performance report and send it to the leadership team for further action plan. Handle team along with team leader and Subject Matter Expert. Weekly sessions were Executives discuss about their challenges.

» TECHNICAL SKILLS:

. Diploma of Tally ERP-9.

. Diploma of MS Office

Onscreen and Report verification, Siebel CRM, Home Networking Solutions, Database Management Systems, Outlook management, E-Commerce, Operating Systems, Microsoft Office and various internet connectivity and browsing issues.

» SOFT SKILLS:

Communication Skills
Group Dynamics
Learning Skills

Good communication and Presentation Skills
Interactive and friendly behavior with all People
Keen learner and Grasping power.

» HOBBIES

Sports- Playing cricket, video game
Travelling.

» PERSONAL PROFILE

FATHER NAME	:	AKBAR AHMAD
DATE OF BIRTH	:	20 JAN 1994
GENDER	:	MALE
NATIONALITY	:	INDIAN
LANGUAGES KNOWN	:	ENGLISH AND HINDI
MARITAL STATUS	:	SINGLE
PASSPORT	:	P5165989
UAE DRIVING LICENSE	:.:	YES
VISA STATUS	:	EMPLOYMENT VISA



DECLARATION

I hereby declare that above given information is true to the best of my knowledge and belief.

Date:

PLACE: DUBAI

(MUDASSIR)

