# MOHAMMED ABDUL REHMAN Email: mohammedabdulrehman39@gmailcom

**MOBILE:** **+971567866264**

**OBJECTIVE**:

To work with an organization where I can utilize my skills to support company’s growth with the help of available technology and at the same time to improve my skills and experience in different aspects.

**PROFESSIONAL EXPERIENCE**:

**01 - Customer service & Data entry clerk** **(Temporary Nov 2020 to present)**

**Emirates specialty hospital (Coved test Hasana team.) Dubai.**

**RESPONSIBILITIES:**

* Maintains database by entering new and updated customer and account information on DHA site.
* Establishes entry priorities.
* Volunteer tasks interacting with patients, and other tasks as assigned to help the unit run smoothly and allow staff to focus more time on patient care.

1. **- Customer service executive (September 2018 to October 2020)**

**JMBR Courier Group FZ LLC (Bank’s dept.) Dubai, United Arabs Emirates.**

**RESPONSIBILITIES:**

* Resolving customer issues by arranging shipment on time and following-up until delivery.
* Ensuring that customer receive the quickest service possible.
* Answering inquiries regarding mail regulation and procedures, postage rates.
* Maintained inventory data in excel-format and controls equipment and its records.

**New Projects:**

* IDC – emirates ID verification call customer inform them the old ID which is registered with bank is now expired, we will send our executive with Emirates NBD scanning device at your place to verify your new ID so that you can start using banking services again.
* QR code check book – Emirates NBD.

1. **– Customer service representative and Debt Collector (Mar 2016 to Aug 2018) GENPACT GE Capital, Hyderabad, India.**

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**RESPONSIBILITIES:**

* Execute adequate and timely collection and instigate recovery activities in order to minimise the risk costs and optimize returns.
* Investigate payment errors in the portfolio and code debtor appropriately in order to determine following collection process steps.
* Communicate with debtors by telephone and in writing to manage debtors and errors process.
* Identify quality adjustment requests complete documentation packages and utilize company under writing guidelines to approve or reject the request.
* Record debtor and errors history in order to ensure a complete file as a sound basis fir decision making during collection/recovery.
* Negotiating payments while continuing to build a positive relationship with customers.
* Performed telephone contact with customers according to guidelines and standards to ensure payment.
* Maintained positive customer relationship and minimise bad debt exposure

**TECHNICAL SKILLS :**

**OPERATING SKILLS :**

Windows XP, Vista, Win 7, Win 8, Win 10.

**TOOLS :**

Microsoft Office, CSC, MS Outlook, Chromebook, RTM, HTML, Google Docs.

**COMMUNICATION SKILLS :**

Negotiation, Consultation, Problem solving, Critical thinking and Team leading /Building strategies.

**ACADEMIC QUALIFICATION :**

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| 1. | Graduation | B. Com (Kalinga University) | 2013-2016 |
| 2. | Intermediate | CEC (Little Flower Junior College) | 2011-2013 |
| 3. | Secondary School | Fern Hills High School | 2010-2011 |
| 4. | APEC | Web designing & Hardware networking |  |

**PERSONAL DETAILS :**

Date of Birth : 16/12/1993

Nationality : Indian

Religion : Muslim

Languages : English, Urdu, Hindi (Arabic Reading and writing only)

Hobbies : Playing Cricket, Football, Travelling, Social media applications.

**DECLARATION :**

I hearby declare that the information furnished above is true to the best of my knowledge. If given an opportunity in your esteemed organization, I assure to best of my services and skills.

**Mohammed Abdul Rehman**