

MOHAMMED ABDULLAH NABEEL



CONTACT

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- Dubai, United Arab Emirates

ACADEMIC CREDENTIALS

- B.COM COMPUTERS**
 - Anwarul Uloom College, Hyderabad, India.
- SENIOR SECONDARY SCHOOL |**
 - Anwarul Uloom College. Hyderabad, India.
- SECONDARY SCHOOL | 2012**
 - St Mariam High School, Hyderabad, India.

COMPUTER PROFICIENCY

- Proficient in MS Office, Internet & Windows.

CAREER ABRIDGEMENT

To achieve a challenging position in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment

EMPLOYMENT CHRONICLE

FLIP Kart - Work as QR Scanning, Date Entry & Stock Sorting From 10 - 12 -2021 to 30 - 09 - 2024

- ✓ Gathering invoices, statements, reports, personal details, documents and information from employees, other departments and clients.
- ✓ Scanning through information to identify pertinent information.
- ✓ Correcting errors and organizing the information in a manner that will optimize swift and accurate capturing.
- ✓ Manage returns of merchandise
- ✓ Coordinate with the Retail Sales Representatives team to provide excellent customer service (especially during peak times)

APTRONIX (Apple authorized service centre) Hyderabad-
Worked as a CCE (Customer Care Executive) from 05 – 11 - 2020 to 01- 12-2021

Identify and assess customers' needs to achieve satisfaction

- ✓ Build sustainable relationships and trust with customer accounts through open and interactive communication
- ✓ Provide accurate, valid and complete information by using the right methods/tools
- ✓ Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- ✓ Keep records of customer interactions, process customer accounts and file documents
- ✓ Follow communication procedures, guidelines and policies
- ✓ Take the extra mile to engage customers.

LANGUAGES KNOWN

English	<div></div>	100 %
Hindi	<div></div>	100 %
Urdu	<div></div>	50%

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 15/11/1998
Nationality	: Indian
Marital Status	: Single

PASSPORT DETAILS

Passport Number	: S9688089
Date of Expiry	:10/02/2029

INTERESTS



Songs



Travelling



Reading

REFERENCE

- Available upon request

KEY SKILLS

- Problem solving
- Verbal communication
- Operating systems
- Software experts
- Customer service
- Quality focus

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills - verbal, problem solving and listening skills in operations role.
- **SERVICE** - Having a customer focused approach Skills include Patience, Attentiveness and a positive language
- **ORGANIZATION** -Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.

DECLARATION

I hereby declare that all above information is true and I bear responsibility for the correctness of the above-mentioned particulars.

MOHAMMED ABDULLAH NABEEL.