

MOHAMMED MANSOOR M

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Deira, Dubai



CAREER OBJECTIVE:

A well-presented, result driven and focused professional with extensive experience in customer service and technical operations. Having assumed multiple roles and responsibilities and delivered across diversified profiles and in-depth exposure in front end and back-office management systems. Aim to utilize my creativity to dynamically work towards the growth of the organization and to come up with innovative new level ideas to improving the growth & progress of the organization.

CAREER EXPERIENCE:

BOSSINE UPPALA: - Experience from Feb 2020 to August 2021 (Sales and Marketing)

Roles & Responsibilities

- Engages in superior customer service by making information readily available
- Persists in sales even in the face of failure
- Schedules appointments and meetings as necessary
- Answers questions from clients
- Makes product knowledge readily available to self and other sales people through various resources
- Finds ways to sell products in the face of a down market
- Researches client base to find new types of customers and sells to them accordingly
- Creates a plan for gaining customers and then retaining them based on warranties or guarantees

BRICKWORK INDIA: - September 2017 to December 2019 (Business Analyst)

Roles & Responsibilities

- Create budgets and filing systems conduct research to prepare, gather and proof briefing, materials agendas and decks for all executive level meetings.
- Supporting Vice President and Senior Directors Globally.
- Prepared headcount reports, budget reports, expense reports and weekly/monthly status dashboards for the leadership team.
- Scheduling appointments, organizing meetings, managing outlook calendar, scheduling interviews, organizing events, document management, and complex travel arrangements.
- Monitor creative development and provide daily updates and weekly dashboards of job status to Requesters, Project Manager and Director.
- Handling individual multiple clients and their projects on daily, weekly, monthly basis.

CAPITA INDIA PVT LTD: - October 2016 to September 2017 (Customer Support Executive)

Roles & Responsibilities

- Handling of day-to-day billing related operations in utility industry.
- End to end billing for the 6th ranked utility firm in UK- (M power).
- Validating and resolving technical errors in the system (SAP).
- Identifying critical actions to be taken for credit and prepayment accounts for all customers.
- Taking actions on exceptions generated.

MPHASIS (HP COMPANY): June 2013 - February 2016 (Customer Support Officer)**Roles & Responsibilities**

- Handling of auto policies for the insurance sector for Wells Fargo dealer services and Compass bank.
- Accurate verification of documents of various policies under both companies for all customers.
- Interacting with global stakeholders and resolving their day-to-day queries in a fast-paced environment.
- Updating of customer accounts with details received from them over different modes of correspondence.
- Monitoring calls for other employees regularly to ensure quality of communication is maintained.

EDUCATIONAL QUALIFICATION:

- B.C.A (computer application) in St Aloysius College Mangalore.
- P.U.C (pre university college) in St Aloysius College Mangalore.
- S.S.L.C in Kunil Education Trust School, Muttam, Kasaragod.

TECHNICAL SKILLS:

- Microsoft Office- WORD, EXCEL, POWERPOINT.
- Microsoft SQL.
- Basic Computer and mailing.
- Graphics
- E-mailing
- Customer service
- Virtual assistant
- Administration work

PERSONAL STRENGTHS:

- Ability to work under difficult and fast paced circumstances.
- Sincerity and commitment towards work.
- Aspiration for knowledge imparting and sharing.
- Determined, honest and a positive attitude.
- Ability to work in a team and motivate others.
- Creative & innovative.

PERSONAL INFORMATION:

- Nationality : Indian
- D.O.B : 19th June 1991
- Passport no : L2645582
- Visa status : visit visa
- Marital status : single
- UAE Driving license : NA
- Language : English, Hindi, Malayalam, Tulu.

DECLARATION:

I, hereby, declare that the above information given is true to my fullest knowledge.

MOHAMMED MANSOOR M