

Mohamed Rauff Mohamed Afrar

(Customer Service Officer)



Contact

Al Manar Grand Hotel Apartment.
Kuwait Street, Bur Dubai. Dubai.
+971 52 425 5944
afrar619@gmail.com

Education

G C E Ordinary Level – 2013
G.C.E. Advance Level – 2016
Diploma in English at ESoft
Completed PCM at SLIM
Following PGDip at SLIM

Personal Information

Sri Lankan
1997/06/03
Single

Key Skills

MS Excel, PowerPoint, Word
Cashier Skills
Multi Task Skill
Administration Skills
Social Media Skill

Objective

I am able to work in a challenging environment and in a variety of industries. Ability to develop and use my skills in the corporate sector and my instincts Leads to successful self-development, career advancement and success.

Experience

Customer Service Officer (Banking Associate Grade) - Full Time
NDB Bank PLC. Sri Lanka.

2017/11/12 – 2022/04/22 (Permanent Carder).

- Provided telephone support for 50,000+ accounts holder.
- Handling walking customers and records keeping.
- Overlooking the documentation and data entry without errors.
- Cross selling and participating for marketing activities.
- Prepared monthly reports on customer satisfaction.
- Maintained a customer account information database.
- Received "Top performer of the month" award 8 times.
- Received many Customer Appreciation and compliments for delivering outstanding customer service.

Shift Supervisor - Part Time

Hotel Sapphire Colombo. Sri Lanka.

2019/02/08 – 2022/04/01

- Assign task to employees and ensure they are completed effectively and properly
- Ensure high guest satisfaction in the delivery of all services
- Assist resolving customer complaints in a timely efficient and courteous manner
- Set performance goals and encourage team members to achieve set goals.

Languages

English	-	<div><div></div></div>
Tamil	-	<div><div></div></div>
Hindi	-	<div><div></div></div>
Sinhala	-	<div><div></div></div>

Leadership

- President of Islamic society at Zahira College.
- Captain of cricket tournament at inter house sports meet.
- Active member of old boys association, Batch 2016.

References

Mr. Thariq Darwesh
Finance Analyst – Aujan Industries LLC. Dubai
Contact : +971 55 327 1794

Mr. Imran Riyal
Asst Vice President (Sales) – NDB Securities (Pvt) Ltd. Sri Lanka
Contact : +94 773424071