



### **Syed Mahir Bukhari**

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Valid UAE driving license

#### **Career objective:**

To extend maximum service and maintain the pleasant cordiality with the people around with all the possible capacities. Seeking a position that meets my qualification and experience and to broaden my range of experience and knowledge within my scope of work. To be associated with a dynamic organizations with proactive management to contribute to its progress and profitability.

#### **Duties:**

- Managed a high-volume workload within a deadline-driven environment.
- Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.
- Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.
- 1+ years' effective experience as a call center representative
- Proven ability to make over 400 outbound phone calls every day to existing customers.
- Proficient in providing information and sell services over the phone to clients.
- Well versed in identifying customer needs and able to offer a solution quickly.
- Expert in using the company's database software for data entry purpose.
- Functional knowledge of acting as a liaison between customers and relationship manager.
- Highly skilled in performing follow up and backup work duties.

**Key Skills :**

- Excellent client services and communication skills.
- Ability to manage more than one task simultaneously.
- Able to work as a team member and with minimum supervision.
- Established ability to use tact and diplomacy when needed.

**Educational Qualification:**

- Al-Amaal English High School ,Sharjah ,U.A.E
- Diploma in computer application, informatics center, Ajman, U.A.E

**Software Skills:**

- Knowledge of Windows 95/98/200/me, MS office.
- Experienced with Word, Excel, Photoshop
- Good knowledge of XP, XP professional, Vista, windows7-10
- Holding valid Driving license of U.A.E

**Work experience:****Currently working with Royal star delivery services as an Operations supervisor.**

- Handling the operations department, instructing staff and drivers on dally basis.
- Meeting arrangements for marketing department and clients.
- Receiving daily basis cash from courier and depositing in the company account.
- Preparing the client's COD's and staff salaries.
- Offering customer service department services on required basis.
- Ensure the achieving of daily basis target's.
- Arranging the business meetings for the new clients meet-up.
- Bringing new clients for the marketing department if someone in case proceeded to work with us.

**AMAZON online e-commerce store as transportation in-charge.**

- Ensure inventory stock matches delivery requirements.
- Manage and follow the delivery routes for drivers on daily basis..
- Arranging and handling all the transportations.
- Ensure products are delivered in a timely manner.
- Load and organize product inventory from warehouse into your vehicle and unload products in and out of truck as needed throughout the day.
- Scanning of packages, to be delivered to ensure the right package delivered to the right consumer.
- Keep in contact with the drivers through WhatsApp to facilitate any further query.
- Handling the customer complaints if there would be any package's issues or courier issues.
- At the end of the shift transferring all the information to the next responsible person, sending reports to the Manager and Head of the department.

### **Burj al Thahabi medical centre**

- Registering the patient's
- Verifying insurance details and taking approval from insurance companies.
- Filing and tracking registration forms.
- Scheduling appointments, rescheduling, cancelling as per the patient requirement.
- Confirming the appointments.
- Tracking No-Shows from the appointment list
- Assisting coordinators for translation and other works,
- Assisting team in extra works whenever required..
- Maintained daily logs (i.e., referral, call, etc.).
- Responsibilities include: Billing for medical and all commercial carriers, following up on unpaid accounts or denying claims for their status, heavy data entry tasking, answering phones, filing, faxing and copying documents.
- Daily and monthly reports and reconciliation.
- Assisted with surgery scheduling and patient appointments as necessary.
- Answer customer billing inquiries and Explain billing policies to customers

### **ROAD TRANSPORT AUTHORITY (RTA), DUBAI 2013-2014**

- Was working with RTA as customer relation executive
- Mainly dealing with calls and bookings
- Dealing with customer request for transportations, booking and complaints
- Handle customer inquiries, complaints, services requests.
- Calm angry customers, repair trust, locate resources for problem resolution and design best-option solutions.
- Answer client questions and resolve issues.
- Process necessary paperwork.
- Taking responsibilities to provide transportation services as per the request of customers.
- Interacting with taxi drivers and sending appropriate location as per the requests.
- Achieving targets on daily basis according to requirements.
- Dealing telephone calls on average of 350 daily.

### **Worked as Call center agent in Etisalat 2012 , Dubai, U.A.E.**

- Dealing with telephone calls and solving customer queries.
- Promoting weekly offers
- Customer care through telephone.
- Gives all the information according to customer needs.

### **Languages known:**

- English, Arabic, Urdu