

## MOHAMMED MUZAMMIL

SR. CUSTOMER SUPPORT ASSOCIATE

Mobile: +971-524197892

Email: [suzainmohammed2217@gmail.com](mailto:suzainmohammed2217@gmail.com)



### CAREER OBJECTIVE:

Enthusiastic customer service professional with 4 years of experience working as a liaison between consumers and corporations. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintain the highest level of integrity; dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization. Competent team player who can successfully inspire fellow colleagues.

### ACADEMIC QUALIFICATIONS :

⇒ **B.COM** in **LAL BAHADUR SHASTRI UNIVERSITY**, Bangalore, India. (**Discontinued**)

### PROFESSIONAL PREFACE:

⇒ An incisive professional with more than **4 years of** experience in **Customer Support**.

### PROFESSIONAL EXPERIENCE:

#### HINDUJA GLOBAL SOLUTION PVT LTD.

Designation: **SR. CUSTOMER SUPPORT ASSOCIATE.**

From: **05<sup>th</sup> February 2016 to 15<sup>st</sup> September 2018.**



#### Roles & Responsibilities:

- Answer incoming calls and emails in an efficient manner
- Identify customer questions, concerns, and overall needs
- Provide accurate answers and solutions to customer queries
- Address customer complaints in a compassionate and patient manner
- Redirect customers to appropriate teams and/or departments as needed
- Help sales team generate leads, identify potential leads and forward to sales reps
- Check voicemail inboxes and return calls in a timely manner

- Develop professional relationships with ongoing customers through excellent customer service
- Follow-up with callers on complaint and/or question resolution status
- Collaborate with immediate team, other customer service teams, sales team, and other company departments to ensure overall customer and product satisfaction
- Meet or exceed call quotas and sales assist quotas, both personally and as a team unit
- Follow company communication procedures, policies, and guidelines at all times
- Perform each duty above with our customers' satisfaction as the number one priority

## **FINNOVATION TECHNOLOGY PVT LTD.**

**Designation: CUSTOMER SUPPORT ASSOCIATE (Verification Department)**

**From: 1<sup>th</sup> November 2018 to 8<sup>th</sup> April 2019.**



## **Roles & Responsibilities:**

- Answer phone calls in a more professional manner and provide information about products and services as required by the callers
- Responsible for taking or cancelling orders, and obtaining details of customer complaints
- Keep records of interactions and transactions of customer; keeping record of details of customer complaints, inquiries, and comments
- Process orders, applications, and forms
- Render administrative support to other customer care team members when the need arises, or as instructed
- Follow up customers and their complaints; ensuring that customer's requests are attended to accordingly
- Manage a team of customer service representatives in dealing with complaints and inquiries. This will depend on the size of the company
- Establish and monitor the standards for customer service in the company. This is

achieved using a recognized and comprehensive benchmark

- Identify tasks critical to keeping customer satisfaction levels in check
- Select, hire, and train new team members
- Network with various departments and groups that are involved in customer support, orders, and processing
- Ensure maximized productivity and minimized costs
- Encourage and motivate team members for continuance of quality service delivery

**BUNDL TECHNOLOGY PVT LTD.**

**Designation: SALES OFFICER (Onboarding Executive)**

**From: 10<sup>th</sup> August 2018 to 15<sup>th</sup> February 2020.**



**Roles & Responsibilities:**

- Facilitate cold and warm calls to prospective leads; schedule and follow through on calls with leads and current customers
- Source and work customer referrals
- Answer all lead and customer questions accurately; prioritize and/or escalate lead and customer questions as needed
- Perform cost-benefit analysis for prospective customers and advise on appropriate purchase options
- Promote specific products as directed by upper management
- Inform leads and customers of current promotions and discounts
- Maintain positive business and customer relationships in the effort to extend customer lifetime value
- Develop strategies for more effective sales, both individually and as part of a team
- Track all appointments, sales, complaints, status reports, etc. thoroughly for manager review
- Self-improve continuously by way of experience and manager feedback

## **MAD-ELEPHANT NETWORK TECHNOLOGY PVT LTD.**

**Designation: SALES ASSOCIATE.**

**From: 09<sup>th</sup> June 2020 to 19<sup>th</sup> January 2021.**



### **Roles & Responsibilities:**

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Achieving established goals.
- Directing customers to merchandise within the store.
- Increasing in store sales.
- Superior product knowledge.
- Maintaining an orderly appearance throughout the sales floor.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.

## **GALF COAST USED CARS SHOWROOM**

**Designation: Data Entry**

**From: 22<sup>th</sup> March 2021 to 10<sup>th</sup> September 2021.**

**Total 7 Months Experience in UAE.**

### **ADDITIONAL QUALIFICATIONS / SKILLS:**

- ⇒ Retail sales experience.
- ⇒ A professional appearance.
- ⇒ Maintain a positive attitude and focus on customer satisfaction in a fast-paced environment.

- ⇒ The ability to read, writes, and perform basic math.
- ⇒ The ability to stand and walk for extended periods of time.

#### SOFTWARE/ COMPUTER PROFICIENCY:

**Operating Systems** : Windows, MS OFFICE (Excel, Word)

#### PERSONAL DETAILS:

<b>Father's Name</b>	<b>Mohammed Farooq</b>
<b>Date of Birth</b>	<b>17<sup>th</sup> September 1995</b>
<b>Nationality</b>	<b>Indian</b>
<b>Languages</b>	<b>English, Urdu, Hindi and Tamil</b>
<b>Visa Status</b>	<b>Employment Visa</b>
<b>Passport No.</b>	<b>U6584487 (Expires on 25-12-2029)</b>
<b>Visa Expiry</b>	<b>Cancelled visa</b>
<b>Reference</b>	<b>Available upon request</b>

#### DECLARATION:

- I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**MOAHMMED MUZAMMIL**

**Place:Dubai.**