



NIYAS ALI

Customer Service Representative

EDUCATION

University of Calicut

2015 June to 2018 March

Bachelor Commerce with GPA 3.14.

WORK EXPERIENCE

SKYEVIP TOURS & CARS DMCC, Customer Service Representative

2019 May – 2020 December

- Resolve customer complaints via phone, email, mail, or social media.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrade accounts.
- Assist with placement of orders, refunds, or exchanges.
- Advise on company information.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel orders.
- Answer questions about warranties or terms of sale.
- Act as the company gatekeeper.
- Suggest solutions when a product malfunctions.
- Handle product recalls.
- Attempt to persuade customer to reconsider cancellation.
- Inform customer of deals and promotions.
- Sell products and services.
- Utilize computer technology to handle high call volumes.

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience, and elevating company profile with target market. Focused Marketing & Sales with proven record. Motivated, team-oriented, and enthusiastic about using skills to boost sales and support company success

CONTACT

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SOFTWARE SKILLS

Tally ERP 9.0
Zoho Books
MS Office
Car street
MS Outlook
Adobe Photoshop

Auto Desk 3ds Max
Facebook
Instagram

ACHIEVEMENTS & ACCOMPLISHMENTS

- Good communication and efficient in interactions with clients. · Professional correspondence.
- Able to interact with customers and satisfy their needs.
- Handled pay-out of western union money transfer, xpressmoney ,Tansfast, ria money , MoneyGram ,money transfer.
- Money transfer through Jaldi cash and Bank transfers.
- Identify and seize potential customers or business
- Languages known English , Malayalam , Hindi ,Tamil and known the basics of Arabic
- Worked with both employees and customers in handling complaints and resolving issues

- Work with customer service manager to ensure proper customer service is being delivered.
- Close out or open call records.
- Compile reports on overall customer satisfaction.
- Read from scripts.
- Handle changes in policies or renewals.

AL Sharaf Travel and Tours Ind Pvt Ltd **Accountant Cum CRM** **2018 March–2019 March**

- ☐ Monitor relationships with existing customers through CRM systems
- ☐ Ensure the CRM system provides an effective sales funnel
- ☐ Develop and implement marketing techniques that will drive new customers
- ☐ Set specific marketing strategies to retain customers
- ☐ Plan and manage multi-channel marketing campaigns
- ☐ Suggest new methods to address customers' needs
- ☐ Track marketing metrics and trends, like conversion rates and web analytics
- ☐ Assist with organizing promotional events to reach prospective customers
- ☐ Review and select CRM software that meets our company's needs
- ☐ Conduct market research to follow trends and competition

Accounts Contractors Cochin, Junior **Accountant** **2016–2018**

- Does all bookkeeping and accounting, banking sales, payroll, purchase.
- Maintained accounts receivable, accounts payable, general ledger, payroll.
- Using stores computer systems to generate stock list and labels.
- Prepare Sales, Purchase Register & Maintaining stock register
- Preparation and filing of VAT Return, Income tax return, Service tax return
- Handled payroll of 50+ employees.

Social media skills	100%
Organizational skills	100%
Time-management skills	100%
Active listening skills	100%
Communication skills	100%