



Jaffer Hussain

Seeking a career with an organization that provides an opportunity to capitalize my skills and abilities where I can use & enhance my knowledge and talent for the development of both the organization & myself.

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Visa Status: Independent

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WORK EXPERIENCE

Customer Service Representative Du Emirates Integrated Telecommunications Company

11/2019 – 04/2020

Responsibilities:

- Worked at Dubai Mall as the Customer Service Representative with the primary responsibility not limited to but included Updation of Emirates ID. Handling customer queries for the problems and offering general assistance.
- Worked at DU Salam Office as Chat support with key responsibilities as but not limited to Handling live chat for quick delivery of results. IT support assistance

Accounts Receivable-Medical claims Executive Hinduja Global Solutions

06/2018 – 06/2019

Hyderabad

Responsibilities:

- Researching claims & analyzing information present on client system and on Insurance online systems.
- Calling insurance providers to get more clear information in case of discrepancies on online systems and verifying payments by comparing against hospital contracts.
- Recommending clients on next steps for resolving the claim.

Administrator (Internship) Jobskey Consultancy

08/2017 – 04/2018

Responsibilities

- Organize and schedule meetings and appointments.
- Produce & distribute correspondence memos, letters, faxes & firms.

EDUCATION

Bachelor of Commerce in Accounting & Marketing.

St. Joseph Degree & PG College

06/2015 – 04/2017

Hyderabad

Senior Secondary Education St. Mary's Junior College

06/2012 – 04/2015

Hyderabad

Courses

- Maths, Economics and Commerce

SKILLS

Ability to work under pressure

Excellent communication

Leadership

Effective time management.

Problem Solving

Customer satisfaction

Public Speaking

Motivating

E-mail

Willingness to learn

Ms Office

PERSONAL PROJECTS

Project Report in the field of Marketing Management.

Project on the Growing scarcity of Resources.

LICENSES & CERTIFICATION

Certified at the International Growth & Sustainability on Commerce And management.

Made a research on E-commerce industry and on the development of Amazon.

Social Media Marketing: Social CRM (06/2020 – 06/2020)

Customer Service Specialist (06/2020 – Present)

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Urdu

Full Professional Proficiency

Arabic

Professional Working Proficiency