

CURRICULUM VITAE

SADHEER AKTHAR

Bur Dubai , Meena Bazar

Dubai, United Arab Emirates

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CAREER OBJECTIVE:

Competent customer service professional with extraordinary communication skills, willing to be a part of an organization, where I can explore and input my experience and diversified skills to work as a critical player in the challenging, dynamic & creative environment to accomplish and carry out the responsibilities in the best possible manner.

PROFILE SUMMARY:

- An enthusiastic and high energy driven professional with more than 4 plus years of experience in Office Operations/Administration.
- Managing the day to day requirements and building strong co-ordination between Clients and Contractors.
- Effective communicator with excellent relationship building, negotiation & interpersonal skills with strong analytical, problem solving & organizational capabilities with an eye for detail.
- Strategizing plans to meet and exceed targets with assurance on quality, conducting reviews on performance, sales and profits. Leading the team through constant review, motivation development and support.
- Delegate & manage marketing requirements, according to demands.

ACADEMIC QUALIFICATIONS:

- Bachelor of Commerce (B.Com) - Mangalore University, India. - Year 2017
- Pre University Certificate (PUC)- Karnataka Pre University Board – Year 2014

KNOWLEDGE AND SKILLS:

- Efficient presentation skills, supervisory skills & time management skills.
- Dedicated and sincere, hard-working & quick grasping aptitude.
- Confident, Patience, positive attitude, eager to learn new things.
- Team player with utmost dedication towards profession.
- Good Communication skills – written & verbal.
- Ability to accept criticism and learn from it.
- Flexibility and adaptability.

PROFESSIONAL EXPERIENCE:

I-TRANZ TEchnologies

Udupi, Manipal, India

Year 2020 - 2021

Position: **Customer Service & Support Representative**

Responsibilities:

- Receiving and placing customer service telephone calls.
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.
- Resolving customer complaints, managing database records, drafting status reports on customer service issues.
- Data entry and research as required to troubleshoot customer problems.
- Manage large amounts of incoming phone calls
- Identify and assess customers' needs to achieve satisfaction

Desicrew Pvt Ltd

Kapu, India

Year 2018-2020

Position: **QC Analyst in Zomato Process.**

Responsibilities:

- Cross Verification of price list & food list.
- Cross Verification of Menu Cards & Sections.
- Cross Verification of Certificates and Signatures etc.
- Uploading the Certificates and images on necessary basis.
- Managing and Filling the documentation.
- Performed general office duties such as data entry and customer service.

Port and Fisheries Division - Udupi

Udupi, India

Year 2017-2018

Position: **Accounts and Administration Assistant**

Responsibilities:

- Competencies in data entry.
- Recording information, processing, and filing forms.
- Preparing checks, deposits, budgets, and financial reports.
- Updating ledgers, researching and resolving discrepancies. Abiding by all company procedures and accounting principles.
- Answer phones, greet visitors and Schedule appointments.
- Schedule and coordinate staff and other meetings.

ACHEIVEMENTS:

- Best NSS (National Service Scheme) Volunteer Award– College Level.
- Certificate in Inters collegiate Festival at various College.
- Team Leader in NSS (National Service Scheme).

COMPUTER SKILLS/ SOFTWARE'S:

- ERP , Microsoft –Outlook
- MS-Office (Advance Excel, Word)
- Social Media Etc.

SKILLS:

- Problem Solving Skills.
- Planning with time management.
- Team Work and Dedication towards work.

HOBBIES:

- Sports & Games.
- Travelling.
- Cooking.
- Voluntary work.

PERSONAL DATA:

- Nationality : Indian
- Date of Birth : 20th August, 1996
- Martial Status : Unmarried.
- Visa Status : Visit Visa
- Languages : English, Hindi, Malayalam, Urdu & Kannada.
- Sex : Male
- Passport No : R7121794
- Driving License : Indian.

DECLARATION:

I hereby declare that the above cited information is true to the best of my knowledge and belief, if given a chance I can prove myself.

SADHEER AKTHAR