



Ajay Quadros

EDUCATION

Bachelor of Commerce (B.com), June 2012 – from Manav Bharti University

Diploma in Accounting (DIA) – National Institute of Software Education

WORK EXPERIENCE

Ministry of Labor – Teleperformance (Intelnet Global Services, Dubai)
Customer Service Executive (22nd April 2018 – 29th Feb. 2020)

- Attend telephone calls and emails enquires, promptly
- Route calls to appropriate resource, when required
- Research required information using available resources
- Managing and resolve customer complaints
- Follow up customer calls and providing them with relevant information.
- Enter new customer information into system & update existing customer information
- Updating the forms and applications
- Identify and escalate priority issues
- Document all call information according to SOP
- Complete call logs & produce call reports

Ministry of Labor – City Services Consultancy, Dubai
Customer Service Executive (20th July 2014 to 30th November 2017)

- Attend telephone calls and emails enquires, promptly
- Route calls to appropriate resource, when required
- Research required information using available resources
- Managing and resolve customer complaints
- Follow up customer calls and providing them with relevant information.
- Enter new customer information into system & update existing customer information
- Updating the forms and applications
- Identify and escalate priority issues
- Document all call information according to SOP
- Complete call logs & produce call reports

OBJECTIVE

To work in a strong, forward thinking, progressive and equal opportunity organization where I can apply the knowledge acquired, involving maximum utilization of my skills and experience.

MOBILE

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EMAIL

ajayquadros91@gmail.com

PERSONAL DETAILS

Date of Birth : 03 Jul 1991
Nationality : Indian
Marital status : Single
Visa Status : Visit Visa
Languages : English Hindi Urdu

PERSONAL SKILLS

- Problem Solving.
- System Administration
- Help Desk Experience.
- Clear verbal communication
- Telephone etiquette
- Excellent Customer Service.
- Quality Focus.

COMPUTER SKILLS

- MS Office applications
- Peachtree
- Tally

HOBBIES & SPORTS

- Cricket
- Football
- Reading
- Music

Serco BPO Private Limited - UK voice process, Mumbai India

Customer Service Executive (26th July 2013 to 1st December 2013)

- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Provide answers to clients by identifying problems, researching answers and guiding client through corrective steps.
- Participate in development of client training programs by identifying learning issues, recommending instructional language.
- Improve system performance by identifying problems and recommending changes.
- Identify and escalate priority issues per client specifications.
- Redirect problems to appropriate resource. Follow up and make scheduled call backs to customers.
- Accurately process and record call transactions using a computer and designated tracking software.
- Offer alternative solutions where appropriate with the objective of retaining customers and clients business.

ACCOMPLISHMENTS:

- Fulfilled the company's defined customer experience by maintaining a friendly and customer-focused approach.
- Promoted organization's programs such as warranty sales, scorecard, and private label credit card alike.
- Provided timely and welcoming customer service, increased revenue by 30%.
- Changed cash register handling process. Maintained knowledge of cashier procedures
- Managed, counted, verified, and reconciled daily sales accurately.

ACHIEVEMENTS

- Certificates of Appreciation from Ministry of Labor, QA Dept. for quick and efficient handling of customer calls.
- Improved store accounting system, through creative ideas.

STRENGTHS

- Thorough knowledge of UAE Labor Laws.
- Depth knowledge of customer driven service styles.
- Proficient in assisting accounts personnel in reconciliation.

Academic and Professional references will be provided upon request.