

Ifthikhar Ahmed

customer service representative

Dubai

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Is to learn, increase my knowledge and skills needed to excel in a challenging environment and eventually display all that I learn over the years to be a leader in the firm I join Growing within the organization to enable the growth of the organization my dedicated sincerity and regularity to my career is the second part of my objective. Willing to relocate: Anywhere

WORK EXPERIENCE

Relationship Officer

dunia finance - Dubai - February 2016 to Present

Roles and Responsibilities:

- = Achieve sales targets assigned and contribute to the overall achievement of the team.
- = Maximize on cross selling growth of existing customer base and identify new potential selling opportunities.
- = Follow up and close selling/cross selling lead referrals
- = Calling to arrange meetings with potential customers to prospect for new business.
- = Recording sales and order information and sending copies to the sales office, or entering figures into a computer system.
- = Attending team meetings and sharing best practice with colleagues.
- = Sales strategy for assigned area.
- = Market update sharing with senior management on monthly basis

Customer Service Representative

Thoughtfocus Information Technologies Pvt. Ltd - Mysore, Karnataka - November 2010 to September 2015

Roles and Responsibilities:

- = Handling US based Customer /client communication
- = Handling all process related escalations
- = Email Processing
- = Documentation for Mortgage process as per clients requirement
- = Workflow management and supervising production
- = Maintaining healthy turnaround time and Dispute management
- = Training the team members as directed by client security & quality policy with procedural updates and conduct refresher training to keep in track with the subject.

Relationship Officer

Hinduja Global Solution Ltd - Mysore, Karnataka - August 2008 to July 2010

Roles and Responsibilities:

- = Ensure outstanding customer satisfaction by maintaining strong working relationships.
- = Guide and lead team members to deliver products/services that meet or exceed the customer requirements.
- = Assist sales team in business acquisitions, planning, retention and management.
- = Managing client relationships to build a reputation for excellent service and generate repeat business.
- = Identify and develop problem solving methodologies to resolve customer issues.

- = Supporting the Customer Sales team in times of disruption.
- = Maintains financial accounts by processing customer adjustments
- = Maintains customer records by updating account information.

EDUCATION

B.com in Commerce

Dr. C. V. Raman University - Raman, Punjab

ADDITIONAL INFORMATION

Computer skills:

Rudimentary knowledge about M.S office, MS-DOS, Power Point

Languages Know:

English, Kannada, Hindi and Urdu

Strengths:

Quick learner, Very good at technical skills, confident on any work I do