

CURRICULUM VITAE

Mohammed Javed



Objective

Looking for an opportunity to utilize my acquired skills and training to help the company and my future peers grow. I want my efforts to make a considerable difference to the company and help in their consequent success.

Experience

Company Name: Conneqt Business Solutions LTD

Location: Hyderabad, India

Position: Customer Service Representative

Duration: May 2020 to November 2021

Department: Software and Technical Services

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.



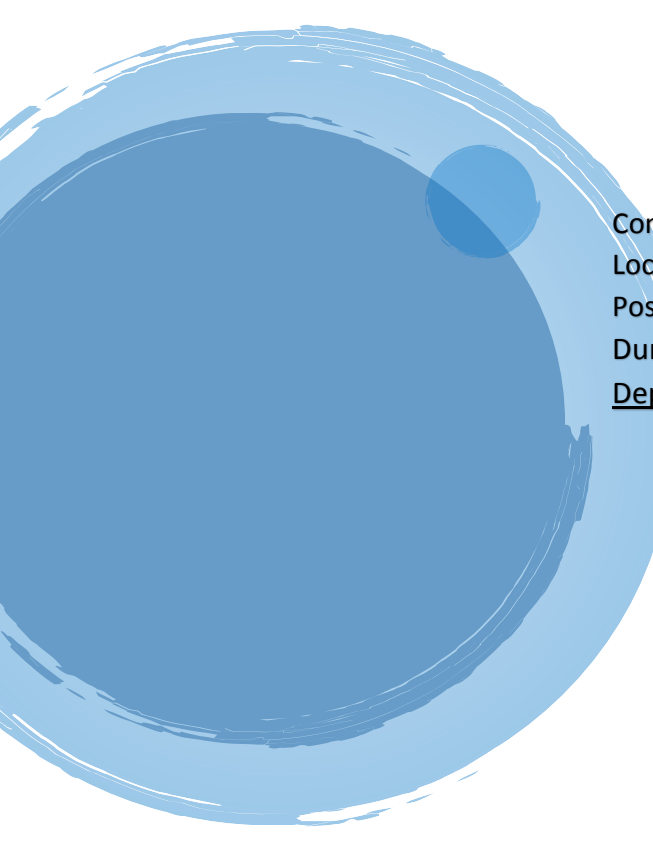
Dubai
United Arab Emirates



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Company Name: Apollo Electronics
Location: Bidar Karnataka, India
Position: Sales Representative
Duration: March 2018 to April 2020
Department: Mobile

- Check for stock at other branches or order requested stock for customers.
- Provide customers with information about items.
- Elevate complaints to management and Keep track of inventory.
- Assist customers with sales decision
- Process sales leads and assure they are directed to right members
- Ensure that customers get the right product they are looking for
- Assist customers with proper attachments to close the sales
- Receiving and placing customer service telephone calls
- Resolving customer complaints, managing database records, drafting status reports on customer service issues
- Data entry and research as required to troubleshoot customer problems

Personal information

Date of Birth: 15-06-1995

Marital Status: Single

Gender: Male

Religion: Islam

Nationality: Indian

Passport No: P9024446

Passport issued: Karnataka, India

Visa Status: Visit

Validity Date: 13.03.2022

Language Known:

English, Hindi, Urdu, kannda

Academic Qualification

Bachelor of Science (B.SC) Degree Pass from Gulbarga University of Karnataka India

Technical Skills

- Operating Systems (Xp and Window 10, Window Server 2003 Enterprise Edition)
- Computer hardware.
- Frequent user of Microsoft Office all its major components (MSWord, Power Point, Excel)

Personal Qualification:

- Hard working fast learner
- Can work under pressure with minimum supervision
- Willing to be assigned anywhere
- Adaptable to environment

Certification:

I honestly certify that the given statements & representation are true, correct & the best of my knowledge, this CV faithfully made for opportunities for personal challenge and demand.

MOHAMMAD JAVED

