

ABDUL NAFIH

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PROFILE

Qualified customer service professional with over 9 years of experience in customer care roles, including sales, tech support and hospitality. Passionate, Good listener, Problem solver, Proficient with various CRM tools. Seeking to use my customer service skills to provide a positive experience to the customers in your firm.



■ PROFESSIONAL EXPERIENCE

CONVENIENCE STORE ASSISTANT, Adnoc Distribution

Jan 2020 - present

- Coordinated fast-paced team of 12 members
- Reviewed and resolved differences between accounting information and cash drawer.
- Performed shift reconciliation for accuracy on Cash deposits.
- Restocked, arranged, and organized merchandise in front lanes to drive product sales.
- Help customers complete purchases, locate items join reward programs to promote loyalty, customer satisfaction and sales numbers.
- Processed POS transactions with cash or card purchases or refunds and maintained zero errors.
- Mentored new team members on POS systems operations, customer service strategies and sales goals.
- Monitor staff scheduling, motivating employees to reach till company vision assigned.
- Commended by management for excellent Customer Communication.
- Handled customer complaints and escalations for proper resolutions

TEAM LEAD -CUSTOMER RELATIONSHIP EXECUTIVE,

Apr 2015 - Jan 2020

Vodafone Idea Limited India

- Resolved an average of 350 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's mentors and trainers of both new and established employees.
- · Taken initiative for detailed or summary review of Postpaid accounts Billings system for corporate as well as individual customers.
- Provided basic technical support for clients on a wide range of company products, resolving issues at a 90%
- Contributed to an 12% sales increase in 2019 by improving lead-generation and sales-tracking methods.
- Maintained and increased various product knowledge, customizing tariff plans for corporate activations, enabling potential customers through references
- Effective customer resolution through Oracle CRM systems management and cash payments through cashier CRM for faster updating systems process
- · Maintained proper CIF forms of all new activation requests
- · Accurately worked with and turned in all money, receipts, checks, and coupon

GUEST SERVICE ASSOCIATE,

Dec 2013 - Dec 2014

Le Meridien Kochi (Starwood Group)

- Accurately administered Housekeeping Desk-Control work based standard policies.
- Always followed excellent grooming standards and good communication skills.
- · Progressive thorough knowledge on all in-house guest occupancy, check-out and check-in rooms, VVIP's and VIP's in-house for providing excellent guest service
- Prompt, courteous, faster responsive service to all in-house guest call needs on time.
- Follow daily summary register and daily log books for shift wise information handover
- Manage Lost & Found system, keep to records of those based on SOP.
- · Handled proper inventory record system for all In-room amenities which is provided to guest's room while check-in.

HOUSE KEEPING ASSOCIATE, Somerset Greenways Chennai

Jul 2012 - Dec 2013

- Assisted guest in-house based on all occasions while on duty .
- Cleaned assigned Guest apartments according to standards trained.
- Upkeep corridors and floor public areas around part of assigned responsibilities.
- Updated on all hotel products & services knowledge in order to answer guest queries.
- Changed, replenish bed linen, towels & guest amenities in line with Properties policy and guidelines
- Managed guest request in a timely and efficient manner which avoids lagging
- Handover lost and collected item of checkout apartment to housekeeping department office.
- Helped supervisors and assistant managers while on annual inventories for accurate data

EDUCATION

Bachelor of Commerce with HOTEL MANAGEMENT &

2009 - 2012

CATERING, S N College Sivagiri /Kerala University

HIGHER SECONDARY EDUCATION, MRMKMMHS School

2007 - 2009

HIGH SCHOOL EDUCATION,

2006 - 2007

Jawahar Public Senior Secondary School/CBSE



SKILLS

- Microsoft Office (Microsoft Excel, Word)
- Conflict Resolution Expert
- Quick Learner
- · Oracle CRM, Cashier CRM, SAP, Freshsales
- Attention to Detail
- Up Selling
- Windows XP, Microsoft Vista, and Windows 7
- Leadership
- Time Management
- · Team Work
- · Verbal and Written Communication
- Loss Prevention



AWARDS

TNPS Month Wise Performer, Vodafone India Limited

2018

UJWALA PRATHIBHA, Vodafone India Limited

2015

LANGUAGES		
• English	• Hindi	• Malayalam
INTERESTS		
Gym and Fitness	• Driving	• Travelling
c¶ DECLARATION		
I hereby declare that the above will be provided as per need.	information provided by me is t	crue to the best of my knowledge and reference

ABDUL NAFIH K M Sharjah