

OWAIS QARNI

Sr. Customer Service Associate

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Objective

Seeking a suitable job position at a reputed organization to implement my advanced communication, managerial and organizational skills along with administrative knowledge.

Skills

- ◆ Operating Systems : Windows and Mac
- ◆ MS Office: **Word, Excel, PowerPoint, Outlook**, Workday, and CRM.
- ◆ Excellent Communication Skills
- ◆ Interpersonal and problem-solving Skills.
- ◆ Patient and Approachable personality.
- ◆ Emotional Intelligent, Active Listener.
- ◆ Empathetic and Courteous

Work History

- ◆ **Jan 2022 – Feb 2023** **Sr. Customer Service Associate**
Virgin Media (Alchemy- Accenture)
 - Responsible for addressing customer inquiries, providing information about products and services, explaining billing details, and resolving general issues.
 - Resolving customer complaints investigating the issue, identify the problem, and take appropriate actions to resolve the complaint.
 - Assist customer with technical issues related to services, troubleshoot problems provide instructions for basic fixes and escalate more complex technical issue to appropriate support teams.
 - Promote Virgin Media's products and services discuss upgrades or additional features, and assist customer in making purchasing decisions.
 - Maintain accurate records of interactions, complaints, resolutions, and other relevant information.

- Always strive to meet customer needs, provide timely responses, and ensure a high level of customer satisfaction.

◆ **Mar 2020 - Nov 2021** **Customer Service Executive**
SpiceJet Limited, Mumbai/Delhi

- Coordination with various departments involved in flight operations, such as Pilot, Cabin Crew, Engineering and Ground support staff to ensure smooth and efficient operations.
- Oversee passenger services, including check-in, boarding, baggage handling, and managing customer queries and complaints.
- Ensure high level of Customer Service and handle any issues that arise during passenger handling process.
- Coordinating with Seniors for solving the issues.
- Helping passengers with their queries and needs (children, elderly and specially-abled).
- Providing assistance and information regarding baggage handling, lost or damage baggage, and baggage claims. Help passenger with tracing, tracking, and recovering their baggage, and maintain accurate records of baggage related issues.

◆ **Jul 2018 - Oct 2019** **Customer Service Representative**
(Netflix) Sutherland Global Services, Mumbai

- Receive inbound calls from customers and resolving their queries and obtain full understanding of what information is being requested.
- Educate callers on client process whenever necessary.
- Provide quality customer service on every call.
- Conferred with customers about concerns with streaming service to resolve problems and drive subscriptions.
- Provided excellent customer care by responding to requests, queries and assisting with payment method functions.
- Discussing plan upgrade/degrade options and helping them making purchase decision.

Education

◆ **Jul 2021 - Pursuing** **Post Grad Diploma in Management**
Welingkar Institute of Management

◆ Jul 2015 - Aug 2018 **Bachelor of Management Studies**

Bunts Sangha Group of Colleges, Mumbai

- Graduated with C grade.

◆ Apr 2013 - Mar 2014

Higher Secondary Certificate (HSC)

Modern Era Public School

- Percentage: 71%

Hobbies & Interests

◆ Playing online games: CS:GO, Valorant

◆ Watching TV Series and Movies.

◆ Swimming

◆ Playing Snooker

Personal & Passport Details

◆ **Father's Name** : Mr. Najmussaib Ahmed

◆ **Date of Birth** : 28th August 1997

◆ **Gender** : Male

◆ **Marital Status** : Single

◆ **Nationality** : Indian

◆ **Languages** : Arabic (Beginner) English (Fluent), Hindi, and Urdu

◆ **Passport** : T5446117

Declaration

◆ I hereby declare that the above information provided information is true and best of my knowledge.

Place:

Date:

Owais Qarni