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Mohammed

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**OBJECTIVE**:

Mob: To implement my knowledge in a highly growth oriented company where I can utilize my skills to excel practically and grow in the company by constantly educating myself.

* Improve both internal and external customer relationships.

**EDUCATIONAL QUALIFICATION:**

|  |  |
| --- | --- |
| Exam |  |
| BA English Literature | Calicut University  ( Sreekrishna college) |
| Plus Two | GMGHSS  (Kunnamkulam) |
| SSLC | Concord English School  (Chiramanengad) |

**PROFESSIONAL EXPERIENCES/SUMMARY:**

**1. COMPANY: Sutherland Global Services.**

Role: **Logistics associate**

Work duration: 17th October 2016 to 02nd March 2017.

**ROLES & RESPONSIBILITIES:**

• Dealing with warehouse operations, such as expediting purchases, maintaining communications with vendors.

• coordinating the storage, transportation and delivery of goods.

• Monitoring cargo movement through the tracking system and Issuing fuel cards to drivers

• Receiving and verifying the accuracy of shipments, stocking shelves, and auditing documentation

• Reviews expediting schedules on all customer orders. Obtains and forwards information to

Sales teams.

1. **COMPANY**: **Accenture Pvt ltd**

Role: **Senior Customer Service Associate**

Work duration: 15th May, 2015 to 26th Aug, 2016.

**ROLES & RESPONSIBILITIES:**

• Completing the payment certification and sending the reports, disputes and attending the client calls.

• Installing the packages which customers are looking for and clearing the doubts on the entire packages

• Research and build client database, Develop and maintain Sales Plan/Strategy consistent.

• Maintain and develop new customer relationships along with ensuring and achieving maximum revenue, as well as providing on site management and continually monitoring and researching the market and identifying competition..

• Also responsible for other various activities such as feedback to ensure customer satisfaction.

**3. Company: A one Traders**

Domain: Leather, carpet and Rexene trading (1 year)

Role: Sales supervisor

Work duration: Dec 2013 – Jan 2015

**ROLES & RESPONSIBILITIES:**

* + To deal with the challenging business environment where competition was in its peak.
  + Check the stock balance and place orders accordingly.
  + Verify the delivered orders and send back the damaged materials if any.
  + Enable the team to “Think beyond the Norm” resulting in improvements / efficiencies within its products

**Company: Altisource Portfolio Solutions**

Domain: Mortgage & Financial Services (2.8 years)

Role: Customer relation officer cum valuation analyst

Work duration: March 2011 – November 2013.

**ROLES & RESPONSIBILITIES:**

* Valuation Review Analyst
  + Evaluating and reconciling the value of the properties in US
  + Clearing customers doubts regarding the properties and price variations
  + Time line management
  + Quality management
  + Portfolio management---
* Trainer – Responsibility includes training for new heirs among all locations (US & India)

**COMPUTER PROFICIENCY**

Operating System: Windows XP/Vista/7

Packages: MS Office, adobe Photoshop, adobe PageMaker

**LANGUAGES KNOWN**: English, Hindi, Malayalam (Read, write &speak)

Kannada and Tamil (Speak)

**STRENGTHS**: Good typing speed, good communication skill, Self Confidence, flexible in nature. Quick learning capacity.

**ACHIEVEMENTS**: Awarded first rank for outstanding academic performance in 12th

Awarded first price for elocution English in both district and statelevel

**DECLARATION:** I hereby declared that all the information above is true to the best of my knowledge and belief.

Place:

Date

Mohammed