

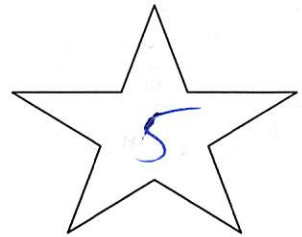


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APPLICATION FORM - NEW REGISTRATION

Profile Score



NOVEMBER-2014

Recent Photograph		Date <u>30/11/2014</u>	CV No <u>103674</u>	
Profession / Specialty		<u>Supply Chain Management</u>		
Industry / Projects		<u>Logistics</u>		
Nationality	<u>INDIAN</u>	Place of Birth / City of Origin	<u>HYDERABAD</u>	
Gender	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	Marital Status	<input type="checkbox"/> Single <input checked="" type="checkbox"/> Married <input type="checkbox"/> Separated	
Religion	<u>ISLAM</u>	Birth date (DD-MON-YEAR)	<u>04 / 05 / 1982</u>	
Languages	Mother Tongue <u>URDU</u>	Other Languages	<u>ENGLISH, HINDI</u>	
Qualification	<u>MBA</u>			
Gulf Experience	<u>0</u> Years <u>0</u> Months	Total Experience	<u>08</u> Years <u>0</u> Months	
Gulf Driving License	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Do you have own car?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Visa Validity Date	<u>D20 M 02 Y2014</u>	Visa Status	<input checked="" type="checkbox"/> Visit <input type="checkbox"/> Employment <input type="checkbox"/> Student <input type="checkbox"/> Dependent	
Employment Status	<input checked="" type="checkbox"/> Employed back in Home Country <input type="checkbox"/> Employed in Gulf <input type="checkbox"/> Job Less-Unemployed			
Last Salary Drawn	<u>INR</u>	Value <u>33,000/-</u>	Last Salary Verified	<input type="checkbox"/> Offer Letter <input type="checkbox"/> Contract
Expected Salary	<u>AED</u>	Value <u>10,000/-</u>	<input type="checkbox"/> Salary Increment Letter	<input checked="" type="checkbox"/> Pay Slip <input type="checkbox"/> Statement
How much notice period you will need to join new position? <input checked="" type="checkbox"/> Can Join Immediate <input type="checkbox"/> 1 Week <input type="checkbox"/> 1 Month <input type="checkbox"/> _____				
Do you have any kind of health condition which can hamper you to perform your duties? <input checked="" type="checkbox"/> Fit to work <input type="checkbox"/> Yes _____				
Do you have any kind of outstanding loans / finance / credit card facilities to repay? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes _____				
Do you have any kind of civil or criminal cases pending against you in any courts? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes _____				
What is the reason for your Job Search? <u>FOR BETTER CAREER</u>				
How many jobs you have applied so far? <u>15</u>		How many interview calls you have received so far? <u>NO</u>		
What is your talent? Describe in detail. <u>I am a MBA with 8 years of experience in Tourism, Hospitality, customer service, 5 years of experience in retail customer service & 1 year of exp</u>				
PCL Certificate	Gulf Experience	High Academic Scores - Mark Sheet	1	Worked 2+ yrs with employer
Fitness Certificate	Gulf / Intl Driving License	Post Graduate & Above Education	1	Promoted in Previous Job
IT Literacy	Arabic Proficiency	On Job Training Certificates		Awards or Appreciation
		IELTS Proficiency		Experience Verified
Bonus Score	0	+ Gulf Score	1	+ Education Score
			2	+ Experience Score
Based on documents verified by our HR Assistants the candidate has achieved total score points of				= Total Score
				<u>5</u>

To Interview this candidate please contact Gulfjobseeker.com Office Phone No 04-3970978

MBA with 1-year experience in Tourism and Hospitality customer service, 5-years of experience in Retail customer service and 1-year experience in Client Relationship Management

Academic Profile

MBA Innovative Management <i>Studied at British Institute of Technology & E-Commerce, Coventry University, UK.</i>	Jan 2008 - July 2009
Professional Certificate in Business Administration <i>Studied at British Institute of Technology & E-Commerce, Pass Investor in People, UK</i>	Oct 2006 - Dec 2007
Bachelors of Commerce (Computers) <i>Studied at Anwarul-Uloom College, Osmania University, India.</i>	July 2003 - Sep 2006

MBA Project Description

Wickes

A project on Supply Chain Management as a topic Warehouse Management System

Key Skills & Competencies

Edexcel NVQ Diploma in Customer Service. Excellent **communication** and **organisation** skills. Proficient in Microsoft suite - **MS Word, MS Power Point** and **MS Excel**. Good understanding of operating environments - **Windows, Linux and Unix**.

Work History

Assistant Manager (Customer Service) Reservation Consultant/HR Administrator	Sep 2012 – Jan 2014
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Global is a well-established destination management company based in the heart of London. We provide first class accommodation to visitors and groups coming to United Kingdom for either business or leisure. We provide local attractions, sightseeing tours and guides, transfers, theatre tickets, restaurants etc.

- Primary responsibility to manage and lead all aspects of customer service function for various client accounts based from Europe and Middle East.
- Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations.
- Plan and promote transportations, accommodation and other travel services as and where required.
- Dealing with customer queries, answering telephone calls, ensuring all correspondence is dealt properly within the agreed timeframes.
- Responsible to deal with escalations, conflicts, travel complaints and refunds.
- Ensure high level of customer service is delivered in every customer transaction.
- Responsible to drive and improve customer satisfaction and relations with constant monitoring of service delivery.
- Manage work schedule and customer service staff for daily operations.
- Assist manager with duties and task as required and providing general administration support.

Client Relationship Executive**July 2011 – Aug 2012****Source High***Recruitment Department: Screening, Sourcing, Short listing, Interviewing.*

Source High is a Recruitment and Training Consultant where we train and place people in every field.

- Maintain and develop all Professional relationship with clients
- Manage and resolve all client issues for all Recruitment process
- Performed market research on all clients issues and performed regular analysis
- Responsible for maintaining relationship between company and the client
- Understanding the position provided by the client.
- Gather and manage the client's day to day campaign recruitment
- Screening the resume, mass mailing, and individual calling.
- Short Listing the candidates
- Providing the offer letter to the selected candidates

Customer Service Representative**Jan 2008 – May 2011****Marks & Spencer, London.**

Marks & Spencer's is a British retailer headquartered in the City of Westminster, London, with over 700 stores in the United Kingdom and over 300 stores spread across more than 40 countries.

- Worked as a lead customer service in charge for checkouts, refunds and exchanges.
- Provided customer service and assistance in locating and choosing merchandise and operated a cash register with all types of transactions.
- Ensured appropriate stock levels are maintained so that the customer can find the right product on the right place.
- Provided assistance to customer queries/complaints and answering telephone queries.
- Checking the due diligence sheets and handing them over to the management.

Customer Service Assistant**Oct 2006 - Dec 2007****Wickes Extra Barking, London**

Wickes is one of the leading suppliers of building material and DIY. They focus on building material such as Bricks, Cement, Concrete, Bonding, Multi finish, tiling etc.

- Provided customer service and assistance.
 - Enthusiastically represented the company by professionally greeting the customers.
 - Merchandise and operated a cash register with cash, credit card, exchange, and return transactions.
 - Receiving consignments and cross docking the delivery in the warehouse.
 - Maintain appropriate stock level in the warehouse.
 - Ensure that the warehouse to be kept tidy at all the time
 - Performed supervision of the staff on the shop floor
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- Receive deliveries from the back door in the warehouse and record them to the system
 - Worked on the checkouts
 - Enthusiastically represented the company by professionally greeting the visitors
 - Involve in business to customer, branch to branch transfer and business to business
 - Ordering the deliveries from other stores so that the customers get the right product on the right place at the right time

General Interests

Extracurricular activities

Participated in Football and Basketball at District level at the school, participating in sports like Pool,
Hobbies are Long Drives, Playing Pool & Billiards

Personal Details

Date of Birth: 04/05/1982

Place of Birth: Hyderabad

Driving Licence: India, U.K.

Marital Status: Married