 **Arsad**

 **Email:** **arshad.224859@2freemail.com**

 **Dubai, United Arab Emirates**

**Customer Service, Operations & Sales Professional**

*Date of birth: 17 May 1986 Nationality: Indian*

*Driving License: Valid Indian Driving License Marital Status: Married*

*Passport Number: H3054692 Visa Status: UAE Tourist Visa.*

*Availability: Immediate Visa Expire on 15th Feb 2018*

**PROFESSIONAL SUMMARY**

A results-driven, customer-focused, articulate and analytical Senior Customer Care Professional with 8+ years of rich experience in diverse and challenging work environments. Interested in a challenging career in the Customer Service Industry that offers professional growth while being resourceful, innovative and flexible. Backed with sound knowledge of Customer Service and IT skills. Rich experience and expertise in exceeding sales quotas, managing, training, and supporting teams, and developing a business plan and Customer Service strategy for the market that ensures attainment of company service goal and profitability. Effective leader, communicator and negotiator with talent for handling problem of aggressive customers and promoting new business.

**EDUCATIONAL QUALIFICATION**

Bachelor of Science (Mathematics)

J.P University Chhapara Bihar, India

2010

**CAREER SNAPSHOT**

**Jan 2016- Aug 2016 Sales Executive**

 Dunia Finance LLC.Dubai, UAE

**Aug 2010- Jun 2015 Sr. Customer Service Executive.**

 Lazer Tech Solutions PVT LTD PUNE (INDIA)

**Sep 2008 - Aug 2010 Customer Service Associates**

IBM - PUNE, (INDIA)

**WORK EXPERIENCE**

**Sales Executive: - Dunia Finance LLC (Jan 2016- Aug 2016)**

Selling Banks premium Credit Cards, personal loan and auto loan to HNI Customers.

 Setting up meetings with new clients for Banking Products.

Looking for new sales opportunities.

Identify new sales or product opportunities and suggest to Personal Banking.

Effectively expand relationship with potential business partners and customers to grow the sales revenue.

Meet and exceed personal sales goals and actively participate in all branch sales and marketing activities.

Efficiently refer sales opportunities to other sales and relationship managers and follow up on results (keeping records of referrals for team).

Responsible for scheduling meetings as per the client requirements.

**Sr. Customer Service Associate Lazer Tech Solutions PVT LTD (Aug 2010- Jun 2015)**

Sales Order Processing.

Preparing quotations, follow up, and helping the customer in selection of materials.

Raising Delivery Notes & Coordinating with logistics Dept. to arrange deliveries to reach on time

Cold calling to arrange meetings with potential customers to prospect for new business.

Handling customer complaints.

Preparing sales & customer report to take necessary action.

Co-ordination of internal departments like Accounts, Purchase, Logistics, Store, etc.

Maintains customer records by updating account information.

Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

Resolving customer complaints on performance bottlenecks within time and providing value added customer services by attending to customer queries / issues.

Ensured correct allocation of resources to meet delivery schedules with logistic department.

Organize shipments with branch offices, suppliers and customers.

Shipment tracking and updating the customer on timely basis.

Warehouse management skills resulting in accurate inventory level.

Managing the supply chain and all import & export logistics.

Prepare Pre & Post Shipment Documentation as per the process guide line and coordinate with UPS.

Making Proper shipment planning & co-ordinate with the Production,

Marketing, and Quality & Account departments for execution of shipment with UPS.

Ensured correct allocation of resources to meet delivery schedules with logistic department.

Organize shipments with branch offices, suppliers and customers.

Shipment tracking and updating the customer on timely basis.

Warehouse management skills resulting in accurate inventory level.

Managing the supply chain and all import & export logistics.

Prepare Pre & Post Shipment Documentation as per the process guide line and coordinate with UPS.

Making Proper shipment planning & co-ordinate with the Production, Marketing, and Quality & Account departments for execution of shipment with UPS.

Developing learning path for & sharing best practices with new joiners and existing employees.

Attending various supervisor calls and resolving complaints of irate customer as per process guidelines.

**Customer Service Associate IBM INDIA- PUNE (Sep 2008 - Aug 2010)**

Handled the incoming calls for Virgin Media U.K (GLASSGO) and resolved various complaints regarding sales and service from client side.

Initiated cross / up selling of telecom products and reported to project sales for determining profitability.

Resolved tickets as per the problems and informed team group about fresh updates on the process.

Organized feedback sessions with regards to the agent’s performances and generated internal / external reports.

Offered customer support and ensured that C-SAT measurement should be above 95%.

Interfaced with customers and resolved their technical service related queries.

Prepare Daily, Weekly & Monthly MIS Report.

**PROFESSIONAL DEVELOPMENT**

Holds the merit of receiving Performer of the Month Award, three times viz., Apr’12 & May’11, Oct’13.

Holds the merit of receiving Certificate of Appreciation in 2013 for smooth execution of D.C.O. Project.

Successfully involved in imparting on job training to many employees.

Played a key role in maintaining average handling time and achieving maximum NPS & CSAT.

Stellar in providing KT to juniors, Floor Walker and handling aggressive clients.

Undertook 100% initiatives to improve customer satisfaction level.

Attained a successful customer retention record of 87%.

Initiated new ideas for the strategies and planning for trendy works and support for customer queries.

Actively involved in the 100% batch ramp up and achieved a remarkable improvement in terms of performance.

Introduced refresher modules to enhance the capabilities of the agents such as Process. Knowledge skills to increase C-SAT, system knowledge for zero error query resolution.

**IT SKILLS**

Operating System : Win 98/Win XP/2000/MS DOS

Office Package : MS Office (Word, Excel, PowerPoint)