320, Robian Bldg, Near Time Grand Hotel, AL Qusais, Dubai, UAE



**CAREER GOAL**

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self development and help me achieve personal as well as organizational goals.



**EDUCATION**

* Passed Bachelor of Science Degree on year 2012 with an average of 56%
* Passed Higher Secondary Certificate exams on year 2009-2010 with 57%.
* Passed Secondary School Certificate exams on year 2007-2008 with 71%.



**WORK EXPEREINCE**

Hapag lloyd global services PVT LTD | May 2014- August 2015

Job Profile

* Senior coordinator

**Job Description**

* To prepare bills of lading
* To do corrections in the bill as per the customer requirements
* Ensure accuracy and turn time of bill is maintained as per the standards.
* Ensure all the customer requirements and the country requirements are followed as per the reference guide.
* Achievement of target based on the set standards.

WNS | October 2013- April 2014

Job profile

* Senior Associate

**Job Description**

* Resolve the customer’s query by providing varying levels of information and advice through emails, ensuring good communication.
* Coordinate with other departments through calls and emails, to provide absolute resolution on complaints and escalations.
* Was responsible for resolving the problems of the customer and also maintain the accounts of the customer on SAP.

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Promoted to complaints and escalations handling department within a year, because of consistent performance.

Received ‘Super-Heroes’ award for outstanding performance across the process in WNS.

Nominated for floor support and training of new joiners due to consistent performance and for maintaining good knowledge about the process in Sutherland Global Services

**PERSONAL DETAILS**

**DateofBirth** **:** 30th August, 1990

**Gender** **:** Male

**MaritalStatus** **:** Single

**Nationality :** Indian

**Language Known :** English, Hindi, Tulu and Marathi.

* Strong Analytical abilities
* Attention to Detail
* Ability to Prioritize
* Decision Making
* Quick Learner
* Strong communication & organizational skills
* Problem solving
* Flexibility & Adaptability
* Goal Oriented
* Positive Attitude

**SKILLS & STRENGTHS**

SUTHERLAND GLOBAL SERVICES| August 2012- September 2013

**JobProfile**

* Technical Support

**Job Description**

* Resolve and help customers with their technical issue and hardware issues of routers, set-top box and internet over online chats; always maintaining clear and positive communications.
* Perform functions such as troubleshoot and solving technical issues through remote access.
* Follow-up regularly with the customer until the query is resolved to their fullest satisfaction.

**Achievements**

 

**Gulfjobseeker.com CV No:** **1491900**