**OVERVIEW:**

I am dedicated hardworking and total committed with an ability to take on responsibility and fulfill expectation with good communication skill and positive attitude with **5 years of experience in CUSTOMER SERVICE EXECUTIVE & DOCUMENTATION in United Arab Emirates,**

**CAREER OBJECTIVE:**

To achieve excellence in the Logistics field and to be an integral part of the organization where my trail and caliber will be suitably rewarded and grow together with organization.

**Presently Working from 2012 to till date:**

**Name of the Organization : BLS International Indian Visa & Passport Services**

 **(Affiliated to Indian Consulate & Embassy)**

**Duration : April 2012 – Till date**

**Position : CUSTOMER SERVICE EXECUTIVE**

**Job Responsibilities**

* Know all the requirements for the renewal of passport and the issuance of new passports.
* To handle the walk in applicants and guide them with the proper procedure and with the detailed information about the requirements for the application of passport and visa processing.
* To get the sales for our attestation service.
* Ensure that the application in the prescribed format in all respects is as per the requirements of Consulate / Embassy of India.
* Keep up to date information about the updates and instructions given from the consulate / embassy of India.
* Respond promptly to customer inquiries and resolve the customer complaints.
* To attend the calls and give them the appropriate information.
* To solve the queries and to keep a follow up on the applications processing at the consulate/embassy of India.
* Create reports on daily basis, weekly basis, and monthly basis.
* Report to the department head and the supervisor for the center.
* To carry out the objectives and strategies set by senior management.
* To obtain and evaluate all relevant information to handle service inquiries
* Perform customer’s application verification before the final submission.
* Direct requests and unresolved issues to the designated resource.
* Keep records of customer interactions and transactions
* Record details of inquiries, comments and complaints and record details of actions taken.
* Manage administration’s communicate and coordinate with internal departments.
* Provide feedback on the efficiency of the customer service process.

**Skill Sets Used:**

* Greet the customers on the approach.
* A positive attitude with the applicants.
* Good written and verbal communication skills problem solving and solution generating skill.
* Knowledge of the MS Office for making reports.
* Keeping a track on the updates issued from Consulate/Embassy.
* Filing the reports and maintaining the records.
* Maintain the hierarchy with the senior management.

**2 years Working Experience as a Documents Controller, from 2009 to 2012:**

**M/s.FAKHRUDDIN GENRAL TRADIING L.L.C U.A.E**

**Job Responsibilities**

* Preparing of Profoma Invoice for Import and export Agents.
* Preparing of LIN (Local Invoice).
* Preparing L.P.R (Local Purchase .Return)
* Preparing of L.P.O (Local Purchase Order)
* Preparing of Manual Delivery Order
* Preparing of RIN Retail Sales Invoice
* Preparing of Manual Delivery Order
* Submitting Documents to Dubai Customs, For Import, Export, Import for Re-export,
* Draft Communication to all dealers, Agent around the world.
* Monthly wise Preparing stock reports,
* Prepare of TT payment as per terms and submit to the for relevant to customer

**M/s. INDIA SHOES EXPORTS PVT. LTD, INDIA – 2006 – 2009 (3 Years)**

**Job Responsibilities:**

* Preparing of Performa Invoice for export customers.
* Submitting all the Export documents to Bank.
* Preparing CAN (Cargo Arrival Notice) Endorsement from the customs.
* Drafting all types of letters pertaining to Import/Export documents release and submitting with bank**.**
* Deposit the cheque into the bank according to payment of customer
* Prepare of LC document Letter of credit as per terms
* Prepare of TT payment as per terms and submit to the for relevant to customer
* Prepare (BRS) bank reconcile statement as per transaction
* Cash deposit into the bank as per supplier

**EXPERIENCE IN INDIA:**

**M/s. RABIA LEATHER INDUSTRIES (P) LTD INDIA – 2005 – 2006 (1 Year)**

**Job Responsibilities:**

* Preparing of Profoma Invoice for export customers.
* Submitting all the Export documents to Bank.
* Preparing CAN (Cargo Arrival Notice) Endorsement from the customs.
* Drafting all types of letters pertaining to Import/Export documents release and submitting with bank**.**

**EDUCATIONAL QUALIFICATION:**

**BCS (Bachelor of Corporate Secretary ship) 2002 - 2005**

Islamiah College, Vaniyambadi, Tamil Nadu - University of Madras – Chennai, INDIA.

**TECHNICAL QUALIFICATION:**

**Diploma in information Technology**

Professional Computer Education Center, Chennai, INDIA.

**Operating System** : Win 98, Me, XP & Vista

**Packages** : Ms Dos, Ms Office, Tally (7.2),

**Expert In** : Ms Word, Ms Excel, Power Point, Outlook, Internet surfing.

**Typing** : Type writing (Higher Grade)

**PESONAL INFORMATION:**

Date of Birth / Age : 15.03.1983 / 31years

Marital Status / Sex : Married / Male

Nationality : Indian

Linguistic Known : English, Urdu, Tamil, Hindi, Arabic, Malayalam

**First Name of Application CV No:** 1670736

Whatsapp Mobile: +971504753686

