A. Ahamed

Seeking a position where extensive experience will be further developed and utilized. An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.

Experience:

* One and half year experience as Customer support Representative in taxi from 2004 – 2005
* Seven month experience as Customer support Associate in RIPL, from 2005 - 2006.
* Four year experience as Senior Customer Support Executive in Sutherland Global Services, from 2006 - 2010.
* FMCG product (soft drink) distribution business after SGS.

Job Description:

* Handling calls for the domestic customers in taxi and RIPL.

SGS:

* Handling escalation chats, mails, fax for US and International customers.
* Handling escalation calls for irate customers and for non resolved issues. Subsequent follow up calls.
* Handling 20 to 25 member team.
* Responsible for Team performance. Maintaining Team AHT, accuracy, volume and customer satisfaction.

Key Accomplishment:

* Recognized as #1 for several months in service providing, based on retaining the customers.
* Completed n+ with 100% through SLVC.

Education:

* Completed Higher Secondary in YMCA during 2001.
* Completed B.B.A in New College during 2004.

Achievement:

Received State First award in Higher Secondary for Physical education.

Personal Information:

D.O.B : 25.10.1983

Nationality : Indian

Marital Status : Married

Languages Known : Tamil and English

The above information is true and correct to the best of my knowledge.

**Job Seeker First Name / CV No: 1719342**

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