[**Ali.288530@2freemail.com**](mailto:Ali.288530@2freemail.com) ****

**ALI**

**VISA :VISIT VISA**

**Brief Overview**

A competent professional with over 2 years corporate experience in , Customer Support and service Management.

**Objective**

To obtain a challenging position, utilizing proven abilities developed through my experience and education with opportunity for professional growth and merit performances.

**Work experience**

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| |  |  | | --- | --- | | |  | | --- | | **Position – Customer Service Representative**  **Location – siliguri, India.**  **Period – Sept 2015 to MARCH 2016** | |  * Welcome customer with a smile and greeting. * Sale of motor bikes/ Cashier * Billing and costing price to the customer. * Giving the customer best service . * Reporting daily sale report to the store manager . * Take ownership of queries and proactively follow through to resolution. * Creating a combination of real value for money and outstanding customer service.   **Company – American Express**  **Position – Call center executive**  **Location – Bangalore,India**  **Period – Jan 2014 to July 2015**  ***Duties And Responsibilities***   * *Responsible for handling inbound & outbound calls for 2 American Express platforms - CCSG (Consumer Card Service Group) & Returned Checks (NG) division. I joined as a CRA* * *Dialed Outbound collections for Capital One I worked in a highly competitive and result oriented environment involving inbound/outbound calls to U.S. based client* * *The job encompassed skillful negotiations and high dollar balances in meeting daily parameters of cash collected and month end actual cash retrieved* * As a credit collector for Amex credit cards I worked in a highly competitive and result oriented environment involving inbound/outbound calls to U.S. based clientele * The job encompassed skillful negotiations and high dollar balances in meeting daily parameters of cash collected and month end actual cash retrieved * As a collector I made prompt and conclusive decisions on important financial aspects like card suspensions and penal action * Recipient of awards for consistent performance and extraordinary customer service   **EDUCATION**   * Passed ICSE from Vidya Vikash Academy * Passed ISC from Vidya Vikash Academy. * Mass communication from St. josephs college,Darjeeling.   **Personal details**   * Language English,Hindi,Nepali,Bengali * Marital status Single   I hereby state that the above stated details are true to my knowledge. |  |