**Syed Azmath Ulla**

***Seeking a challenging position through which my complete skills and passion for excellence will be utilized. Together, great exploits will not just be a dream but a lifestyle.***

**Professional Skills & Key Strengths:**

* **Trustworthy, ethical, discreet, well organized with an attitude of self-motivation, creativity, and initiative to achieve goals.**
* **A dynamic and hard-working, a confident inspiring person, conciliator, I am a very fast learner on every matter when I have to do it.**
* **I am an effective communicator who will inspire confidence in an employer**
* **Strong analytical skills including trend analysis and the ability to develop innovative tactics to resolve problems.**
* **Analysis - Ability to convert data into information to get into the root cause of a problem and rectify it, hence act as means to increase productivity.**
* **Enthusiastic Professional, Responsible Person and Computer literate. Handling multiple tasks, great adaptability to any environment.**
* **Outstanding oral, written and communication skills.**

**Objective:**

**“To work in a progressive organization and utilize my abilities for the growth of the organization where**

**I can use this opportunity to prove myself as an asset to the growth of the organization”.**

**Computer Skills:**

**MS-Office (MS Word,MS Excel, MS Power point),Operation on e-mailandInternet Browsing.**

**Work Experience:**

* **Worked In Syrow InfoTech As A CSR (Customer Service Representative)**

**In Mortgage Voice Process for the period of 8 months.**

* **Presently Working as a Senior CSR (Senior Customer Services Representative) In BT Retail Voice Process for the period of 5 months.**

**Work Experience:**

**Duration : 8 Months**

**Organization : Syrow InfoTech**

**Designation : Team Member CSR (Customer Service Representative)**

**Reporting to : Team Lead**

**Department : Voice Process**

**Summary:**

* **Resolve customer complaints, and escalate to Floor Manager when necessary.**
* **Provide inputs to the reporting manager for development of a sales plan.**
* **Data Analysis and reporting.**
* **Achieving individual targets**
* **Analyzing performance of the team & Analyzing areas through which includes daily & weekly minimum planner month to date.**

**Work Experience:**

**Duration : 5 Months**

**Organization :**

**Designation : Sr. CSR (Customer Service Representative)**

**Reporting to : Team Lead**

**Department : Semi Voice Process**

**Process Valuations:**

* **Assigning the BPO orders to the vendor.**
* **Mail chatting with clients about their related product quires**
* **Following up with the brokers if any missing data with regards to the property via e-mail and also to follow up to deliver to the client before the due date.**
* **Interacting with the Customer related to their product quires escalating the correct information to customer on call.**
* **Consolidating the production report.**
* **Educational Qualification:**
* **PUC (DELHI UNIVERSITY College)**
* **B.COM (Himalayan University College)**
* **(Arunachal Pradesh)**

**PERSONAL PROFILE**

**Date of birth ►22/01/1990**

**Sex ►Male**

**Nationality ►Indian**

**Marital status ►Single**

**Religion ►Muslim**

**Language Known ► English, Hindi, Kannada, Urdu**

**Job Seeker First Name / CV No: 1799298**

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