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| **Name : Aqzar**  [**Aqzar.318285@2freemail.com**](mailto:Aqzar.318285@2freemail.com) |  | C:\Users\501837\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\43XCPYE0\photo.JPG |

**Career Profile:**

Two year working experience in a challenging & a rewarding career in different professions, where I can utilize my skills for effective utilization of resources and expertise to the benefit of the organization.

**Career objective:**

Aspire to carve my career in any domain possessing excellent data management skills with a strategic vision as a proactive, open and honest communicator, stimulated by fresh challenges. To act as a driving force for overall self-development and for the organization.

**Proficiency:**

* Customer Service
* Coordination.

**Proficiency Summary:**

### Customer Service

* Handling inbound calls from Customers
* Handling Customer complaints
* Educating Customers
* Guiding customers to the right channel
* Explaining & Promoting the products to the Customers

**WORK EXPERIENCE**

**AFFINITY EXPRESS**

**Employer: AFFINITY EXPRESS (INDIA) from July 2015 till July 2016**

**Job Title: Junior Production Associate**

* Handling Order Entry for Hit promotional products.
* Interacting with clients to resolve their queries with an appropriate solution.
* Clarifying purchase order details with CSR for doubts in their order.
* Checking and correcting each purchase order for any error before printing.
* Ensuring that all the critical data necessary is entered for each customer’s purchase order.
* Updating and maintaining Printed order details in Ms Excel on a daily basis.
* Conveyed in a reassuring manner step by step instructions to resolve issues.
* Performed queries in multiple databases.
* Quality and volume statistics were above-average.

**RR DONNELLEY**

**Employer: RR DONELLEY (INDIA) from June 2013 till October 2014.**

**Job Title: Customer Service agent**

* Provided Excellent Customer Service
* Quality and volume statistics were above-average
* Answered inbound calls in support of customer`s needs
* Conveyed in a reassuring manner step by step instructions to resolve issues.
* Performed queries in multiple databases
* Answered on average 200 calls a day
* Assisted in development of excellent customer service
* Educated policies and procedures
* Facilitate customer awareness of additional services
* Resolves product or service problems by clarifying the Customer Complaints, Determining the cause of the problem, Selecting and explaining the best solution to solve problems. Expending correction or adjustments , Following up to ensure resolutions
* Recommends potential products or services to management by collecting customer information and analyzing customer needs
* Prepares product or services reports by collecting and analyzing Customer information
* Contributes to team effort by accomplishing related results as needed
* Educated policies and procedures to the candidates

**Competencies**

* Excellent communication skills – Oral & Written.
* Confident in working Independently, Pro-active and self-motivated.
* Analytical & commonsense approach to a given task.
* Self-starter

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| --- | --- | --- | --- | --- |
| Degree/  Examination | School/college | Board/  University | Year of Passing | **%** |
| BCA | Srinivas Institute of Management Studies, Mangalore | Mangalore University | 2013 | **68%** |
| PUC | CHSS, Kasaragod | HSE | 2010 | **70%** |
| SSLC | CHSS, Kasaragod | HSE | 2008 | **80%** |

* **Educational Qualifications:**

**Computer Skills:**

* Languages : Basics of C, C++, Java, PHP
* Database : SQL
* Operating Systems: Windows 9X/2000/XP/7, UNIX
* **Academic Project**
* **Project: Inventory Management System**
* **Language of Implementation: PHP**
* **Operating System: Windows 2000/XP/7**
* **DESCRIPTION:**

The main objective of this project is to reduce the workload of employees and keep track of the object or material of the store. In this project will help the employees to keep records of inventories in a systematic way and help them to produce reports about the stock currently available in their store and automatic way to help them sale forecasting, decision making about stock etc.

**References will be provided upon request.**