AQEEL

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Gender : Male

Nationality : Indian

Visa Status : Tourist Visa (Valid Upto – Feb -2018)

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# Career Objectives

Seeking professional role and a challenging long-term career in your esteemed firm where my abilities will be utilized to further enhance my Knowledge and Experience.

# Resume Summary

Area of Expertise : Business Process Outsourcing & Marketing.

Total Experience : 5+ Yrs BPO/Voice Based BPO/Accent Trainer US & UK

# Work Experience

Employer : **Adroit Web Solutions**

Designation : **Team Lead**

Period : June 2010 to Present

Location : India

Nature of Work : Understanding, Isolating & Providing with appropriate resolutions to the customer asking for a payday loan. Initially worked as a Trainer for UK & US Process.

# Key Skills

* Strong communication skills (written and verbal)
* Good interpersonal skills with an ability to understand the customer’s problem and solving them
* Training new employees and getting them productive quickly
* Problem resolution.

# Responsibilties

* Promote flexibility, service mind, and passion towards BPO products to the team.Proactively work towards business growth
* Manage team comprising of 30,50 people and report to Director.
* Set, review, report and enhance team productivity and performance in a proactive approach. Analysis and well-defined solutions required.
* Continuously develop team expertise.
* Internal and External clients management
* Anticipating potential needs and problems of customers
* Ideology is always being friendly and easy going person to explore and learn all possible aspects.
* Monitor calls to ensure positive customer experience and provide direct feedback on observed performance.

**Achievement :**

* Offered “Best employee of the month” for replying and solving to maximum number of support tickets within a stipulated time

**Personal Data :**

Date Of Birth : 16-Oct-1982

Religion : Islam

Marital Status : Single

Languages : English, Hindi, Urdu, Arabic

**Likes:** Playing Snooker, Cricket, Chess, Surfing on Web and Community Services

# Academics

* B.Com – Osmania University
* Intermediate (M.P.C) – Board of Intermediate Education, Hyderabad.
* Secondary School Certificate –Board of Secondary Education, Hyderabad.

**Declaration:**

I hereby declare that the above mentioned details are true to the best of my knowledge.

Date :

Place: United Arab Emirate’s **(AQEEL)**

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