C U R R I C U L U M V I T A E

# RIYAZ

# [RIYAZ.336207@2freemail.com](mailto:RIYAZ.336207@2freemail.com)

Administration Assistant

# Career Objective:

To obtain a career which offers me the scope to learn, earn,grow and apply the gained skills towards company’s goals.

**EXPERIENCE**

**GULF EXPERIENCE (2 Years) – UAE**

* 1. Admin Assistant

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| --- | --- |
| Company | BorgRollsWarner (UK) Limited |
| Designation | Admin Assistant |
| Experience | 2 Years |
| Period | May 2014 to May 2016 |

# Responsibilities held in this Organization

* Inventory in import purchasing
* Sales Invoice & Enquiry including Quotation preparation
* Local Purchase Inventory
* Resolving Customer complaints either by repaying them or replacing them through the supplier
* Website Management & Maintenance (Product Update including its technical details)
* Email Marketing
* Mobile Marketing
* Brand Collateral – Through Indesign Software along with Photoshop& AI
* Hardware related issues at office level
* Preparing MIS report and recording on daily basis
* File Management & Tracking

# EXPERIENCE IN INDIA (4Years)

**1)** Processing Executive

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| --- | --- |
| Company | Airtel |
| Designation | Processing Executive |
| Experience | 4 Years |
| Period | June 2010 to April 2014 |

# Responsibilities held in this Project

* Deliver world class customer service and build customer satisfaction.
* Handling mails from corporate clients for provisioning VAS activation &deactivation, SIM swap, Plan change, Bill cycle, Bill mode change, Safecustody service, etc.
* Service request will be raise based on the customer complaints & request.
* Retrieve the customer complaints and request from showrooms throughmails. After analysing we will resolve the issue using the applicationaccordingly and send the resolution through mails to correspondingshowrooms and informed to customers.
* MIS status to check & clarify as zone, product category, issue category,checking status etc.
* Demonstrate best judgment in the disbursement of adjustments and credits.
* Strike a positive and co-operative tone with both customers and co-workers.
* Professionally and effectively employs sales skills to achieve targetedsales.
* Maintain an accurate and current database.
* Effectively communicate with clients to gain commitment to purchaseand products.
* Effectively communicate with clients via telephone, face-to-face andwritten.
* Develop and maintain relationships which benefit client.
* Effectively employ sales skills to confirm profitable enquiries.

# Strengths & Personals:

* + Effective communication with the Customers.
  + Completion of a target on-time.
  + Team work.

# Technical Skills:

* MS Office
* Photoshop CS3& CS5
* Indesign
* Basics of Adobe Illustrator
* Hardware

# Educational Qualification:

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification & Year Of passing** | **Institution and Place of Study** | **Board Of Study** | **Percentage of marks** |
| M.Sc.  Information Technology (2010) | The New College, Chennai | Madras University | 72.67 |
| B.Sc.  Computer Science (2008) | E.G.S. Pillai College, Nagapattinam | Barathidasan University | 60.98 |
| S.S.L.C (2003) | St.Marys Higher Secondary School, Karaikal | Matric | 80.00 |

**Personal Profile:**

Sex : Male

Marital Status : Single

Date of Birth : 12 October 1987

Nationality : Indian

Languages Known : Fluent in Tamil

Conversant inEnglish &Malayalam

# Declaration:

I **Riyaz** hereby declare that the above particulars and

details are true to the best of my knowledge.