

**Mohammed**

[**Mohammed.336567@2freemail.com**](mailto:Mohammed.336567@2freemail.com)

**Objective**

* **To succeed in an environment of growth and excellence and earn a job which provides me satisfaction and self development and help me to achieve organizational goal.**
* **To excel in my field through hard work, research, skills and perseverance.**
* **To seek challenging assignment and responsibility, with an opportunity for growth and career advancement as successful achievements.**

**Total work Experience = 3 years**

**Working with M/S. Pestokill LLC** **(Group of East Coast Services LLC)** **UA.E as Customer Service Executive since May-15 to Till Date.**

Job Profile:

* **Receiving and routing the telephone calls appropriately.**
* **Making Invoice & doing follow up for the collection of payment form the clients.**
* **Handing the warehouse and able the stock.**
* **Screening, answering & routing the incoming / outgoing mails, faxes, and courier.**
* **Receive guests and guide them properly.**
* **Prepare and follow up correspondence.**
* **Perform file maintenance, photocopying.**
* **Prepares and submit Employees Joining & Release Reports, Leave Doc’s & Time Sheets to HR Dept.**
* **Preparing the quotation.**
* **Create various periodic reports.**
* **Schedule and coordinate meetings and appointments.**

**Worked with Sterlite Networks Ltd**. **as a Telecom Customer Service Executive for 6 months.**

**Job Profile:**

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| **Responsible for All Mumbai’s Installation & Fault.**   * **Preparing all the Installs & Pending data on daily basis.** * **Chase with GIS & NOC team for Provisioning and re-provisioning.** * **Co-ordination with vendor team for installation.** * **Sharing the installation planning to vendor on daily basis.** * **Pushing Vendor team for maximum installation.** * **Co-ordination with FE and Internal Team regarding the Networks Fault & Customer request.** * **Driving Vendor/FE installation & Fault within TAT.** * **Chase ISPs for clearance of Installation pendency & customer end issue cases.** * **Interacting with Customers regarding the Appointments schedule.** * **Verifying the IRs on Weekly Basis.** * **Analyzing Installation & Fault data on Monthly basis.**   **Worked with Sterlite Networks Ltd. as a Bharti Airtel Limited as a Customer Service Co-ordinator for 1 years.**   * **Responsible for all customer related telecom complaint & New installation request.** * **Preparing all the Installs & Pending data on daily basis.** * **Chase with GIS & NOC team for Provisioning and re-provisioning.** * **Co-ordination with vendor team for installation.** * **Sharing the installation planning to vendor on daily basis.** * **Pushing Vendor team for maximum installation.** * **Co-ordination with FE and Internal Team regarding the Networks Fault & Customer request.** * **Driving Vendor/FE installation & Fault within TAT.** * **Chase ISPs for clearance of Installation pendency & customer end issue cases.** * **Interacting with Customers regarding the Appointments schedule.** * **Verifying the IRs on Weekly Basis.** * **Analyzing Installation & Fault data on Monthly basis.**   **EDUCATIONAL DETAILS:** |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Sr.No | QUALIFICATION | BOARD UNIVERSITY | YEAR OF PASSED | | PERCENTAGE (%) | | | 1. | **SSC** | **MUMBAI UNIVERSITY** | **2006-07** | | **62.64%** | | | 2. | **HSC** | **MUMBAI UNIVERSITY** | **2008-09** | | **71.31%** | | | 3. | **BSC(IT)** | **MUMBAI UNIVERSITY** | **2012-13** | |  |  | | **Vth SEM** | **MUMBAI UNIVERSITY** | **OCT-2012** |  | | **49.00%** | | **VIth SEM** | **MUMBAI UNIVERSITY** | **MAR-2013** |  | | |
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**STRENGTH**

**I place the highest value on actual implementation and taking action & acquiring desired knowledge.**

**I take ownership of my performance, commitments, decision and actions.**

**Good will, harmony, truth and sincerity are part of my key life values.**

**TECHNICAL SKILL**

* **BASIC IN C,C++,OOPS ,DOM,CC3,JAVASCRIPT.**
* **JAVA .NET.**
* **Windows 98, WIN2000,WIN2003,WIN7,WIN8.**
* **Microsoft office, Microsoft Excel, Power point**

**PERSONAL DETAILS**

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**Date of birth : 24th.Oct.1992**

**Marital Status : SINGLE**

**Expected salary : Negotiable**

**I hereby affirm that all of the above information is true to the best of my knowledge**

**Date:**

**Place: Dubai**