**Curriculum Vitae – Ahmed**



E-mail: [**Ahmed.338174@2freemail.com**](mailto:Ahmed.338174@2freemail.com)

**OBJECTIVE**

A challenging position with a progressive company that will effectively utilize acquired experience and knowledge.

**CAPABILITIES**

* An enthusiastic and self-motivated individual with an ability to adapt very quickly to change.
* Excellent oral, written communication and interpersonal skills.
* Highly organized and dedicated with positive attitude and respect to the team.

**PROFESSIONAL EXPERIENCE**

**October’ 14 till present** **Cupola Teleservices | Project -Toyota T-Connect**

* Accepting customer calls and logging incidents for complete **Toyota T-Connect** - Middle East
* Working as operator service, fixing customer troubleshoot issue in the mobile app for T-Connect
* Providing location information to the customer from system to the app as per the customer request/ Receiving calls from many different counties
* Making daily reports and handing over to Client on a daily basis.

**August ’14 till October’ 14** **Cupola Teleservices | Project - Agthia**

**Job Title: Customer Service Representative**

Roles & Responsibilities

* Working as a customer service agent for taking orders for Agthia-UAE and working as a backup agent for other temp projects under the assistance of Team Leader
* Providing location information to the delivery team and the suppliers
* Recording Incidents for each customer query
* Closely working with the Team Coordinators and providing assistance on reports during regular shift hours
* Reporting any customer escalations to Team Leaders and Account Manager to ensure requirement is fulfilled on high priority

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**October’ 12 till August’ 14** **Cupola Teleservices | Project - KONE**

**Job Title: Call Center Representative**

Roles & Responsibilities

* Accepting customer calls and logging incidents for complete KONE - Middle East
* Logging Customer complains through emails
* Recording incident on CRM for any break- fix, maintenance or complains from the end customers
* Making daily reports and handing over to next shift agent for sharing with Client on a daily basis.
* Reporting any customer escalation to the client through the escalation matrix to resolve the customer issue on high priority

**October’ 08 till October’12** **Al Moqutan A/C System Contracting**

**Job Title: Customer Service Officer**

Roles & Responsibilities

* Handling customer contracts and making sure that the daily work is being processed smoothly.
* Meeting the company goals efficiently.
* Scheduling day to day work and assigning the workers for each job.
* To ensure effective and efficient team work.
* To ensure that daily reports for accounts have been submitted before time.

**EDUCATION**

**Bachelors - Graduation in Business Administration (Finance)**

(2008 - 2012) Cyprus – European Education Center, Sharjah A-Levels (2007-2008) Career Campus, Sharjah, Matriculation

(2005- 2007) Ajman Intermediate English School, Ajman.

**LANGUAGES**

* Highly Fluent in English
* Arabic
* Bengali
* Hindi
* Urdu.

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**PERSONAL INFORMATION**

* Date of Birth : 6/April/1990
* Place of Birth : Sharjah
* Nationality : Bangladesh
* Gender : Male
* Marital Status : Single
* UAE Driving License : Available