**CURRICULUM VITAE**

**JUNAID**

Abu Dhabi – U.A.E

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***OBJECTIVE:***

An enthusiastic worker with drive, determination and a proven ability to ensure that an organization operates efficiently and is profitable. Having a track record of maximizing customer satisfaction and profitability whilst maintain high standards of service and also present a positive and fashionable image of the organization. Looking forward to a new and challenging position, one which will make best use of my existing skills and experience.

***PERSONAL STRENGTH:***

* Proven analytical skills
* Strong Interpersonal skills
* Passion to provide excellent customer service
* Strong problem solving capability
* Desire to get the job done
* Strong negotiation and influencing skills
* Strong people motivator
* Proven Self starter
* Right first time philosophy
* Ability to build, lead, coach and motivate a high performing team
* Good persuasive, influencing and relationship building skills

***PROFESSIONAL EXPERIENCE:***

**Duration: Feb 2008 to May 2016**

**Organization: First Gulf Bank, U.A.E**

**Designation: CSR, Direct Banking**

Job Role:

* Complete Product knowledge on credit cards, accounts & loans.
* Up-selling & Cross-selling.
* Handling customer enquiries and complaints.
* Processing customer request and complaints as a Retail Service Officer.
* Handling ATM/CDM mailbox, reporting errors & failures.
* Communicate and co-ordinate with internal departments.

**Duration: Oct 2006 – Jan 2007**

**Organization: Airtel – Bharti Cellular, Call Center**

**Designation: Customer Care Executive**

Job Role:

* Handled calls related billing queries of mobiles.
* Handling complaint calls & resolving at the same time.
* Troubleshooting of handset related problems with an aim to provide on call resolution.

**Duration: Mar 2006 – Sept 2006**

**Organization: Laxmi Cars Pvt. Ltd, Mumbai**

**Designation: Sales Consultant (Contractual)**

Job Role:

* Dealing with customer for vehicle purchasing.
* Selling Car insurance policies.

**Duration: Apr 2005 – Dec 2005**

**Organization: Daiso Japan Value Store (Lal’s Group) UAE**

**Designation: Sales Assistant**

Job Role:

* Assisted customer for complete product selling.
* Handling cash counter.

**Duration: Jan 2004 – Apr 2005**

**Organization: Kankei Relationship Mktg Pvt. Ltd, Call Center**

**Designation: Customer Care Executive**

Job Role:

* Mentoring new agents, handling a team of 17 agents, effective handling of escalated calls.
* Handled prepaid queries related to sim card, handset related queries & troubleshooting.

**Duration: Sept 2003 – Dec 2003**

**Organization: DSS Mobile Communication Ltd**

**Designation: Customer Care Executive**

Job Role:

* Arranging Technician for assembling Samsung brand home products.
* Identify customer needs & forwarding complaints.

**Duration: Jan 1999 – Dec 2001**

**Organization: ET & T Computers Education and Training Centre**

**Designation: Receptionist & Computer Operator**

Job Role:

* Handled operations entailing Front Office activities.
* Handling Telephonic queries.
* Counselling and Admission Processes.

***ACADEMIC QUALIFICATION:***

* Bachelor of Commerce from Madurai Kamaraj University in 2001
* H.S.C Bandra Junior College of Commerce, Mumbai University, 1997
* S.S.C Versova Welfare Association High School, Pune Board

***PROFESSIONAL QUALIFICATION:***

* Diploma in Travel and Tourism IITC, Bandra
* Honours Diploma in Network Centered Computing from NIIT, Bandra.
* Proficiency in Communication & Personality Development (ECPD), NIIT (NIS)

***PROFESSIONAL ACHIEVEMENTS:***

* Excellence in Service Quality Contact Center, Remote Banking
* Most Valuable Performer, Contact Center & Retail Service Unit, Remote Banking.
* Quality Champion & Top Quality Performer, Contact Center, Remote Banking.
* Awarded Star performer.

***PERSONAL INFORMATION:***

Nationality : Indian

Date of Birth : October 24, 1978

Religion : Islam

Gender : Male

Marital Status : Married

Languages : English, Hindi and Urdu

Visa Status : Spouse Visa

***DECLARATION:***

I hereby declare that all above information are true and correct according to my knowledge and belief.

**JUNAID**