

**RAMEEZULLA**

**RAMEEZULLA.343489@2freemail.com**

 **RESUME for Customer Service Officer**  *Page 1-2*

*Summary:*

* + - **M.B.A (Finance)**
		- ***Certified in Tally 9.0 ERP***
		- **Knowledge of SCM Management**
		- ***1.6 year experience as Customer Service Officer***

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***COMPETENCIES***

 *SOFTSKILLS*

  *Tally 9.1 and MS skills (Excel & Word)*

 ***WORK EXPERIENCE***

Customer Service officer *–Hinduja Global Solutions PVT LTD.Mysore,INDIA* ***July******2015 –Till Dec 2016***

 ***CURRENT JOB PROFILE –***as ***Customer Service Officer***

* Highly skilled in development, maintenance and retention of customer relationships.
* In depth knowledge of providing excellent customer services in the area of wide business sectors in order to meet the expectations of customers and patrons.
* Hands on experience in resolving queries within timescale.
* Maintain databases of daily job reports.
* Encourage feedback on services provided.
* Deliver accurate, quick and resourceful customer service.
* Maintain the delivery at right time to customer by tracking the vehicle.
* Possess right time quality workmanship & right time job delivery
* Ensured workflow efficiencies, customer service excellence and quality assurance
* Provide customers with regular reports and feedbacks on their services.
* Offered feedback on future products development, features and functions.
* Answered customer questions regarding the technical capabilities of product and services
* Exercise a mature, diplomatic approach to resolving problematic issues, put customers at ease.
* Drafting the required paper work on data base management through ERP.
* Planning Logistics in cost and time effective manner.

*Page 2-2*

**Professional Qualification:**

* *B.com in commerce from D.Banumaiah’s college Mysore, india –June 2013 ( 50.56%).*
* *M.B.A (Finance) from Satellite Post Graduate Centre mysore, india-June 2015 (59.30%).*

**Computer Literacy**

* Working knowledge of **Tally 9.0 ERP,**
* Proficient in MS Office Suite, Windows 98, XP, 7.

 ***CERTIFICATIONS***

##### *CERTIFIED as MBA in Finance from Satellite Post Graduate Centre, Mysore University*.

* *CERTIFIED as* ***B.com in commerce from D.Banumaiah’s college mysore University.***

