**Adil** 

**Customer Services Executive**

**Contact Information** 

Email Address: aadil.344054@2freemail.com

C/o-Mobile Phone: +971505891826

**Achievements**

 **Du Telecom UAE:**

**Certificate of Appreciation & Trophy**

Outstanding Performance Postpaid Sales 2014. Q1

**Certificate of Appreciation & Trophy**

Outstanding Performance 2014. Q2

Best Postpaid Sales Q2

Best Data Sales Q2

**Samson’s Group Of companies:**

**Certificate of Appreciation**

Outstanding Performance Postpaid Sales 2013.

**Ufone GSM PAK Etisalat:**

**Managing & Delivering service excellence**

**Duration:** 2 days - ( From 14 May 2009 To 15 May 2009 ) **Type of Training:** Service & Quality

**Working Experience**

**National Bank Of Abu Dhabi (Contact Center)**

**Customer Service Executive**

Determines requirements by working with customers.

Answers inquiries by clarifying desired information; researching, locating, and providing information.

Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.

Fulfills requests by clarifying desired information; completing transactions; forwarding requests.

Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.

Maintains call center database by entering information.

Keeps equipment operational by following established procedures; reporting malfunctions.

Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**KPI Reporting**:

1. Quality
2. Productivity
3. Head count
4. Service level
5. Agent absenties
6. Sales per agent

**Store In-charge at DU Abu Dhabi**

Location: **Abu Dhabi, United Arab Emirates , Al Wahda Mall**
Opening new accounts & maximizing customer base in order to achieve the monthly & thus yearly sales/revenue of the store.

Introducing our service to direct sales customer.

Maximizing the volume of business with current customers through reference/leads.

Maintain consistent customer satisfaction with his/her segments.

To provide the best customer service sales & after sales support.

Preparation and submission of various reports on daily basis including:

Individual sales & revenue report.

New clients/lost business report.

Means of payments & Sales statistics report.

Maintain an organized and clean appearance in all work areas.
Accurate interpretation, compilation, and entering of data in the computer system.
Proper analysis and verification to ensure data integrity.

Cash Handling , bank deposit and Payroll management.

Stock management , maintaining stock reports and record.

**Customer Care In Call Center at UFONE (PTML)**

**Location:** Islamabad, Pakistan , Industrial Area Islamabad
**Job Role:** **Customer Service/ Call Center**
**June 2006 - October till 2012**

Determines requirements by working with customers.

Answers inquiries by clarifying desired information; researching, locating, and providing information.

Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.

Fulfills requests by clarifying desired information; completing transactions; forwarding requests.

Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.

Maintains call center database by entering information.

Keeps equipment operational by following established procedures; reporting malfunctions.

Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**SPECIALITIES**

working experience with Windows, Microsoft Office,
In depth knowledge of front-end and back-end processes
Familiarity with Networking and business development
Ability to work in a fast-paced work environment
Ability to handle multi tasks
Ability to communicate effectively
Meeting monthly Targets.

**Education**

**Bachelor's degree / higher diploma, Commerce Accounts**

PUNJAB UNIVERSITY
**Location:** Lahore, Pakistan
**Completion Date :** March 2005
2003 - 2005
Bachelor in Commerce (PUNJAB UNIVERSITY)

**Skills**

EXCEL

MS OFFICE

MS OUTLOOK

OFFICE MANAGEMENT

PRESENTATION SKILLS

**Languages**

English, Hindi, Urdu, Arabic is Target.

**References**

Will be furnished on demand