**Najeeb **

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**Career Objective**

To be associated with a progressive organization that gives me scope to apply my educational and professional skills and provides me with advancement opportunity and knowledge empowerment.

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**Professional Experience**

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| **Company** | [24]7 |
| **Duration** | June, 2013 to September, 2016 |
| **Description** | Customer Service Representative |
| **Job Title** | Digital Interaction Advisor |

* Sell Protection Agreements/Extended Warranties via chat to Customers for their Home Appliances.
* Schedule service/repair appointments with technician to fix customer’s Home Appliances.
* Handle customer inquiries both chat and by email regarding their service appointments.
* Research required information using available resources to customers.
* Worked with administration; forwarded requests and unresolved issues to the designated resources by communicating and coordinating with internal departments.
* Provide customers with Protection Agreement and service information.
* Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Learned about products and services and kept up to date with changes.
* Update existing or new customer information into system.
* Identify and escalate billing issues to Billing Department.
* Communicate directly with customers to describe products and services.
* To escalate customer issues with the client.
* Verify warranty and service contract coverage of the appliances by checking the customer’s purchase records.
* Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
* Maintain customers rapport by explaining the repair estimates.
* To Work with the customer’s concern in ciboodle and Kana tool.

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**Technical Proficiency**

**Office**                     : MS Excel, MS Word, MS-Access, MS-PowerPoint and Tally ERP 9 (Enterprise

Resource Planning).

**Operating Systems** :Windows XP/Vista/7/8

**Professional Strengths**

* Ensured timely and effective service delivery.
* Analytical abilities and creativity to build-up competitive advantage & contribute to the growth of the business.
* Good strength to multi-task & coordinate various activities.
* Highly Flexible.
* Fast Learner.
* Punctuality in completing the work on time.

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**Achievements& Awards**

* Awarded as the Best Agent of the Q1, 2014 by the client.
* Awarded as top agent interaction score for March 2014.
* Awarded as top agent interaction score in Email for January 2015.
* Won quiz competitions.
* Won soccer competitions at school level.
* Certified on Tally ERP 9 from CSEC institute.

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**Educational Qualification**

* Bachelor Of Business Management From Al-Ameen Institute Of Management Studies During The Period 2010-13 With An Aggregate Of 57%. (**Specialized in Finance**)
* PUC From Al-Ameen PUC College During The Period 2008-10 With an Aggregate Of 59%.
* S.S.L.C. From Wisdom International School Under The Board Of Secondary Education During The Period 2007-08 With an aggregate 56.64%.

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**Personal Information**

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| **DOB** | November 02,1991 |
| **Sex** | Male |
| **Nationality** | Indian |
| **Marital Status** | Single |
| **Hobbies** | Playing soccer and swimming. |
| **Languages adept in** | English, Hindi, Urdu, Kannada. |
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**Declaration**

I hereby declare that the information given above is true to the best of my knowledge and I shall be held responsible for any false detail.