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| **RAHMAN****C:\Documents and Settings\Administrator\My Documents\y6y.jpg****E- mail:** **Rahman.344475@2freemail.com****C/o-Contact No:**+**971 503718643****Language Known :*** **English**
* **Hindi**
* **Malayalam**
* **Arabic**

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 | **CAREER OBJECTIVE**A creative and enthusiastic person with a diverse range of administrative /clerical experience. Outgoing with strong and effective organizational and communicating skills. Highly motivated with problem solving skills. Aim to obtain a challenging position that would attain the maximum goal and to make effective use of my professionalism and educational background for continuous career improvement.**PRIMARY ASSETS*** Positive outlook and open minded approach.
* Flexibility, Hardworking and a good time keeper.
* Sincere, loyal and dedicated to job.
* Motivated team player and maintaining good relationship with the people.
* Good reader and listener.
* Understands the importance of integrity within the work place.

**PROFESSIONAL PROFILE*** **CUSTOMER SERVICE AGENT, UPS Gulf LLC, UAE (Dec 2013 –sep 2015 )**
* **SENIOR SALES ASSOCIATE AT H&M (M.H. ALSHAYA GROUP ) Dubai, U.A.E (2 Years )**

**PROFESSIONAL EXPERIENCE****CUSTOMER SERVICE AGENT, ( UPS Gulf LLC, UAE**)**(Dec 2013 –Sept 2015 )*** Organize export, domestic, Import and Cheque collections and ensure the collection has been done properly.
* Arrange the Short collections from the cash customers and assist accounts team to collect the Pending UPS overdue invoices.
* Deal with walk in customers and collect precise amount of cash by issuing the receipt. Make Sure the receipt has been sent to the accounts team in the timely manner.
* Track the shipment and advise the customers accordingly. If any issues, escalation will be done to the concern department to resolve at the earliest.
* Advise the customers about the scheduled delivery date, customs duty and delivery address of the export and import shipments.
* Ensure to call back abandoned calls 100%.
* Providing third party rates to the customers with accuracy.
* Replying customer enquiries promptly.
* Inform the customers proactively if any delays with the export shipment especially Saudi Arabia shipments.
* Providing the quality information to the customers from WorldCom.

**SENIOR SALES ASSOCIATE AT H&M DUBAI, U.A.E*** Dealing with a wide range of customer service, supervising and managing the activity in the store.
* Provided a high customer satisfaction, ensuring that both internal and external customers received a quick response to their enquiries, the right size and color matching outfits.
* Assisted customers in the shop to choose products that were appropriate to their needs
* Provides historical records by maintaining records on area and customer sales.
* Contributes to team effort by accomplishing related results as needed.
* Resolves customer complaints by investigating problems developing solutions making recommendations to management.
* Submits orders by referring to price lists and product literature.
* Focuses sales efforts by studying existing and potential volume of dealer.
* Adjusts content of sales presentations by studying the type of sales outlet or trade factor.

 **SKILLS** * Extensive Knowledge in MS Word and MS Excel
* Good Knowledge in handling and re-solving customer complaints.
* Personal Skills: Adaptable, Broad-Minded, Competent, Dedicated, Reliable and Optimistic.
* A good team player and Ability to plan jobs and avid for knowledge
* Consummate task with self-driven and dynamic responsibilities
* Handle details, Coordinate tasks, Set goals and meet deadlines
* Excellent Communication skills and Management skills.

 **PERSONAL STRENGTH*** Good understanding ability.
* Well prepared to adapt to difficult situations.
* Project coordination and able to work well with all levels of management and staff.
* Excellent communication skills.

**ACADEMIC PROFILE*** Completed Bachelor Of Business Administration ( BBA)
* Complete Secondary High School By Certificate.
* Attended Introduction to IT & Basic Application and Computer Networking.
* Attended Small Business Management and Business Growth Strategy.

 **PERSONAL DETAILS**Date of birth : 10/01/1989Marital Status : MarriedNationality : Indian Driving License : UAE**DECLARATION**I hereby declare the above shared information is true my knowledge an belief. Thanking you for your time.**RAHMAN** |