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| **RAHMAN**  **C:\Documents and Settings\Administrator\My Documents\y6y.jpg**  **E- mail:**  [**Rahman.344475@2freemail.com**](mailto:Rahman.344475@2freemail.com)  **C/o-Contact No:**  +**971 503718643**  **Language Known :**   * **English** * **Hindi** * **Malayalam** * **Arabic**  |  | | --- | |  | | **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 : 10/01/1989  Marital Status : Married  Nationality : Indian  Driving License : UAE  **DECLARATION**    I hereby declare the above shared information is true my knowledge an belief.  Thanking you for your time.  **RAHMAN** |