[Street Address]

shishir

 shishir.346153@2freemail.com

***OBJECTIVE:***

Seeking a good career and holding a responsible position in the organization and to ensure credible performance to work hard towards exceeding the goals set and contribute to the growth of the organization

***SKILLS AND ABILITIES:***

I’m a very motivated person, equally hardworking, adaptable and confident with strong communication skills. Ability to effectively communicate with co-workers and customers both orally and in written. A team worker. Skill in use of personal computer and related software applications. Use of SAP widely used by companies in UAE. Several years of customer care skills. Basic knowledge in word processing (Word, Excel, Power point). I believe I have the ability to learn fast through observation and hands on experience. Ability to analyze and solve problems by remaining calm and efficiently focused while under pressure.

I’m proficient with all aspects of office procedures and I work effectively with all level of management. I would think of myself as a teamwork enthusiast as I believe that there is no other way of getting a job done efficiently and effectively.

Currently I have the job role as a customer service in charge. I supervise my team and manage all the purchase order and coordinate with specified supplier and follow up with them on a daily basis. I also manage the returned goods by coordinating with the stock controller to avoid any variance of stock in the system. Attend the customer on CFMS (Customer Feedback Management System) and solving their issues. Taking care of the item given for repair and following up with the customer on a timely basis. I also keep track of the payment and finance maintaining a complete log of transaction between the suppliers and vendors and reporting the documents to the head office.

I’ve gone through several training on Customer Service Skill (Al Futtaim Training Center), which really helps me distinguish what I should do and what is shouldn’t.

I have gained a lot of experience on this field. Having said that, I’ve learned how to think outside the box and do the job in a most effective way possible. Looking back on the day I started, I can see I have come a long way and I’ve matured professionally.

***EXPERIENCE:***

## customer care at PLUGINS (AL FUTTAIM)

 (June 2014 – PRESENT)

* Perform administrative and back office support for the management.
* Attend the walk in customer or interact with them on the phone and solve their issues or escalate the matter according to the nature of issues.
* Keeping track or attracting the potential customers by recommending and suggesting and answer the product and service related questions.
* Bridge the gap by suggesting the management of the customer requirements and demands.
* Help the customer to decide what type of products would best suit him/ her. Keeps records of transaction and update whenever necessary.
* Establish, maintain and update files, data bases, records and other documents; develop and maintain data.
* Responsible for logistical processing of customer orders including coordination with vendors, sales staff, customer service representatives, finance department, warehouse and cargo. Arrange shipment of requested items.
* Preparing delivery note for the store delivery and update data regarding the same to keep the stocks regularized.
* Respond to customer complaints and inquiries and help them solve their problems by providing information or solution by coordinating with the concerned people or organization.
* Serve as a direct point of contact for customers.
* Ensure that company policies and procedures are being followed.
* Contribute to team effort by accomplishing related results as needed.
* Provide basic technical issue resolution via phone or email.
* Receive faulty units from customers and send them to respective service center; follow up on those items with service center and provide status or update to the customer.
* Get approval for estimated quote received from the service center for items under extended warranty from the management and handle the payment by keeping track of it.
* Local Purchase Order (LPO Incharge).

## customer care at liberating solution

(October 2012 – November 2013)

A business to business consultation regarding the listing of website. I had the responsibility to call the customer or a particular company and consult them about the listing of their website, if they have any on the internet.

## Sales assistant at d.k electronics

July 2011 – September 2012)

Worked as Sales Assistant. My sole responsibility being to help the customers understand the product and help them get to know how it can be of good use to them.

## Customer Care Executive at convergys

(January 2007 – May 2011)

Worked as a customer care executive with a process ORANGE (a mobile network provider at UK). I had the responsibility to take the call from the customer and help the resolve their query or their dissatisfaction regarding the product. I then got promoted to Senior Customer Care Executive and I had to handle the escalated calls. I was also given the responsibility of handling the newcomers. Lead the batch during their probation period.

## Receptionist at hotel red rooster

(January 2005 – December 2006)

Worked as a receptionist, but my work stretched beyond job title. I used to handle the finance. Customer service was inevitable.

***ACADEMIC QUALIFCATION:***

## Nbu (2005)

Bachelor in Arts (appeared)

## IGNOU (2002)

Higher Secondary

## IGNOU (2000)

C.B.S.E

***COMPUTER QUALIFICATION AND SKILLS:***

* Master in Computer Applications (NIIT)
* Good Basic Knowledge in Computer
* MS Office, Word, Excel, Internet, Email etc.

***PERSONAL INFORMATION:***

* Date Of Birth : 28th of January 1983
* Nationality : Indian
* Marital Status : Married
* Gender : Male
* Language Known : English, Hindi and Nepali.

***DECLARATION:***

I hereby declare that the above mentioned are true and correct to the best of my knowledge and belief.