**CURRICULAM VITAE**

**Irfan**

irfan.347781@2freemail.com

**Career Objective:**

* A highly motivated and self-oriented individual seeking any position that suitable for my qualifications and skills. Responsible, with strong desire to learn, lead and contribute to the organization’s success.

**Work Experience:**

**Customer Care Associate**

**Technology Next**

**Kolkata, India**

**June 8, 2011- July 25, 2013**

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Cancel or upgrade accounts.
* Assist with placement of orders, refunds, or exchanges.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.

**Customer Care Associate**

**E-Call Serve**

**Kolkata, India**

**January 6, 2014- January 14, 2017**

* Answer questions about warranties or terms of sale.
* Act as the company gatekeeper.
* Suggest solutions when a product malfunctions.
* Handle product recalls.
* Inform customer of deals and promotions.
* Sell products and services.
* Utilize computer technology to handle high call volumes.
* Work with customer service manager to ensure proper customer service is being delivered.
* Close out or open call records.
* Compile reports on overall customer satisfaction.

**Academics Review:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl.** | **Name of the** | **Name of the** | **Board / University** | **Year of Passing** |
| **No.** | **Institution** | **Examination** |  |  |
|  |  |  |  |  |
| **1** | **Harrow Hall** | **Class X** | **ICSE** | **2005** |
|  | **School** |  |  |  |
|  |  |  |  |  |
| **2** | **St.Thomas’** | **Class XII** | **ISC** | **2007** |
|  | **Day School.** |  |  |  |
|  |  |  |  |  |
| **3** | **Surendranath** | **B.COM(HONS)** | **CALCUTTA** | **2011** |
|  | **college** |  | **UNIVERSITY.(C.U)** |  |
|  |  |  |  |  |

**Self Profile:**

* Excellent Team player, Energetic, Ambitious and Dedicated.

**Basic Computer Knowledge:**

**Passport Details:**



|  |  |  |
| --- | --- | --- |
| **Personal Particular** | **:** |  |
|  | Father’s Name | : | Noor Mohammed |
|  |  |  |  |
|  | Sex | : | Male |
|  | Religion | : | Islam |
|  | Nationality | : | Indian |
|  | Marital Status | : | Single |
|  | Hobbies | : | playing cricket, chess and football. |

**Language Known:**

* English, Hindi, Urdu and Bengali

**Declaration** **:**



* I do hereby declare that the above mentioned details are true to the best of my knowledge.