**Yusuf**

[**Yusuf.351989@2freemail.com**](mailto:Yusuf.351989@2freemail.com)

**Objective**

I have a strong desire to work & build my career in an organization by utilizing my skills& knowledge. I have ability to adjust in cross-culture environment to achieve team objectives.

**PROFESSIONAL EXPERIENCE**

**WNS GLOBAL SERVICES (MUMBAI)**

**Customer Service Associate**

**10Sep2015 – 01Nov 2016**

**Responsibilities:**

* Handled inbound calls of Avon Representative concerning commission earned, policy of Avon.
* Checked personal or virtual a/c's of Representative if any discrepancy arose concerning credits and recharges.
* Managed to solve query within required timeframe as **AHT (Average Handling Time)** was one of the key parameter and earned appreciation.
* Later on trained on sales Leader& Area Manager line to discuss team commission and sales.
* Taking Online Payments via **Debit/Credit** cards from Area Managers of Avon, Sales Leader and Avon Representatives.
* Worked on RUMBA Dos screen apart from windows and Citrix.
* Proper security questioning before taking online payments and adhered to company ethics to maintain the reputation of organization.
* Well Averse with U.K. Phonetics and accent as required communicating efficiently with the Representatives, Sales Leaders and Area Managers.
* Later trained on online sales and made outbound calls to Representatives to enhance Sales.
* Can work under Pressure and achieve targets successfully by working diligently and industriously.

**SHRIRAM GENERAL INSURANCE CO.**

Sales & Marketing

Sept2008 - Mar 2010

Responsibilities:

• Sold General Insurance Production to customers.

• Communicated Policy of Company clearly before selling to win trust of consumer for organization.

• Worked according to the plan given by Sales Manager to achieve target.

• Sold Motor Policy& Fire Policy.

**SIDDIQUI TEXTILES**

**Sales & Marketing**

**DEC 2005 - JULY 2008**

**Responsibilities:**

**•** Ensuring that all customers queries, complains and suggestions are handled effectively and reported to Sales Manager.

• Checking and analyzing the quality of weaved material.

• Generating new clients by TELECALLLS and Personal visit.

• Building a customer relationship which adds value to the customer leading to a long term profitable relationship.

• Shows a broad knowledge of products and services and their competitive advantages.

• Performed all duties assigned By Sales Manager.

• Daily Activity report preparation.

• Serving the clients by providing best customer service to fulfill all their desires.

**ACADEMICS:**

- Post Graduation in Arts from Global University (2015)

- Graduation in Arts from RMLA University Faizabad. (2013)

- ISC, La Martiniere College, Lucknow (2005)

- ICSE, La Martiniere College, Lucknow (2003)

**STRENGHTS**

- Developed sense of responsibility and leadership qualities.

- Organized cultural events and College/Departmental fests.

- Fluent speaker of English, Hindi and Urdu language.

-Good Command over fundamental Computer Operation’s, typing speed (45 WPM) in English and Hindi, can easily work on excel Dos.

- Well averse with **International English Phonetics**.

**COMPUTER PROFICIENCY**

* Well versed in MS. Word, Excel, PowerPoint, Access and Outlook.
* Can easily learn Application of Software’s because of good command on fundamental Computer Operations.
* Worked on Dos at Avon.
* Can easily work on Picture Editor and Paints.

# LANGUAGES

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Read** | **Write** | **Speak** |
| **English** | Excellent | Excellent | Excellent |
| **Urdu/Hindi** | Excellent/Good | Excellent/Good | Excellent/Good |
| **Arabic** | Good | Novice | Beginner |
| **French** | Beginner | Beginner | Beginner |

**EXTRA CO-CURRICULAR ACTIVITIES**

Played football, Cricket, Hockey and Basketball at College and Inter-College level.

Played Chess at State level.

**PERSONAL DETAILS**

Date of Birth : July 02, 1985

Marital Status : Married

Religion : Muslim

Nationality : Indian

Address : Dubai, U.A.E.

|  |  |
| --- | --- |
|  |  |