*SADDAM*

*ContactNo:C/o 0505891826*

*EmailI: saddam.358096@2freemail.com*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*ProfessionalSummary*

*Consultantexce****l****ingatcustomersatisfactionandretention.Preandpost-salessupportspecialist.*

*Flexibleandhardworkingindeadline-drivenenvironments.*

*PatientandempatheticConsultantwithextensivebackgroundinconflictresolutionandcustomercare.*

*Motivatedcustomerservicespecialistwith19monthsretailexperienceinafast-paced,team-basedenvironment.*

*ProfessionalSkils*

*\*Exceptionalcommunicationski****l****s* *\*Quicklearner*

*\*MSWindowsproficient* *\*FlexibilityandAdaptability*

*\*Internationalsalessupport* *\*TimeManagementSki****l****s*

*\*HonestyandIntegrity* *\*Abilityto“Read”Customers*

*\*AbilitytoUse“PositiveLanguage"* *\*StresstoleranceandResponsiblePerson*

*\*Resultsachiever* *\*Meetingdeadlines*

*\*Customerserviceski****l****s* *\*TakingOwnershipofCustomerissues*

*WorkHistory:*

*SutherlandGlobalServicesPrivteLtd.,Chennai,Tamilnadu,India*

*1.ServiceDeliveryConsultant(June2015-September2016)*

* *Answeredproductquestionswithup-to-dateknowledgeofsalesandstorepromotions.*
* *Scoredintop10%ofemployeesinsuccessfulresolutionofissues*
* *Investigatedandresolvedcustomerinquiriesandcomplaintsinatimelyandempathetic manner.*
* *Servedasthemainliaisonbetweencustomers,managementandsalesteam.*
* *Recipientofmultiplepositivereviewsacknowledgingdedicationtoexce****l****entcustomerservice.*
* *Recommendedalternativeitemsifproductwasoutofstock.*
* *Routinelyansweredcustomerquestionsregardingmerchandiseandpricing.*
* *Askedopen-endedquestionstoassesscustomerneeds.*
* *Communicatedwithvendorsregardingbackorderavailability,futureinventoryandspecial*

*orders.*

* *Directedca****l****stoappropriateindividualsanddepartments.*
* *Contactedcustomertofo****l****owuponpurchases,suggestnewmerchandiseandinformthem aboutpromotionsandupcomingevents.*
* *Recommended,selectedandhelpedlocateandobtainout-of-stockproductbasedon customerrequests.*
* *Ensuredsuperiorcustomerexperiencebyaddressingcustomerconcerns,demonstrating*

*empathyandresolvingproblemsonthespot.*

* *Builtlong-termcustomerrelationshipsandadvisedcustomersonpurchasesandpromotions.*

*2.ProductionFloorMentor(October2016-January2017)*

* *Monitoredservicedeliveryperformanceofconsultantsandcoachconsultants inareasofthierpersonaldevelopment*
* *Conductedvarioushuddleswithconsultantsalongwiththeirteamleadersand ReportinManagers.*
* *SuggestanddiscussmyideasregardingProcessDevelopmentandPerformance*

*ImprovementwithteOperationalUnitHeadsinaweekendbasis.*

* *Encourageandmotivatetheconsultantsfrequently*
* *Conductedweeklywalk-throughswiththemanagertodiscussinteriorvisual displays,includingstorewindowpresentation.*

*ComputerSkils:*

* *MSOfficeWord:ProficientLevel*
* *MSOfficePowerPoint:IntermediateLevel*
* *MSExcel:IntermediateLevel*
* *CSCENTRALTOOLS:ProficientLevel*

*EducationalQualifications:*

*BachelorofEngineeringinComputerScienceEngineeingfromAnnaUniversityin2015with*

*GPA6.81.*

*Achievements:*

* *RecognizedasTopPerformerforvariousmonthswhileworkinginSutherlandGlobal Services.*
* *Presentedapapertitled“RecenttrendsinI.T.”in.K.K.C.Co****l****egeofEngg.&tech.andwon3rd place.*
* *Won1stprizeinK.K.C.Co****l****egeofEngg.&technologyforQuizcompetition*
* *Won1stPrizeinI.T.deptinDhanalakshmiSrinivasanEngg.co****l****egeforADZAP*

*PersonalDetails:*

*DateofBirth* *:04/08/1992*

*Gender* *:Male*

*Maritalstatus :Married*

*Nationality* *:Indian*

*Languageknown :EnglishandTamil*

*Declaration:*

*Iherebydeclarethattheinformationfurnishedaboveistruetothebestofmyknowledge.*

*Place:DUBAI*

*Date:* *SIGNATURE*