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| C:\Users\csebastian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\0555823815.jpgFarhathFarhath.364160@2freemail.com  **Career Objectives*** Looking forward to joining a professional organization where I will be able to strive hard in bringing a continuous record of accomplishment that will intensify both the image and performance of the organization and incessantly develop my professional ability by utilizing my talents.

**Professional History**

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| --- | --- | --- |
| * Network International LLC (Dubai)
 |  | * Al Wahib Marketing Management (Sharjah)
 |
| E-commerce Support Engineer(2013 - 2017) |  | Sales Coordinator* (2012 - 2013)
 |
| * Perform problem recognition, research, isolation, resolution and follow up steps for Tier 3 issues,
* Providing support to internal and external customers. Provide accurate and creative solutions to system problems from moderate to large nature to ensure availability and system stability.
* Co-ordinate with the network, sales, merchants, fraud management, Settlement, operations teams, Chargeback team’s schemes, Vendors to solve BAU issues
* Monitor systems/system alerts and proactively identify trends. Make recommendations to management and/or business leaders to resolve issues. Recommend systems modifications.
* Attending calls to troubleshoot with merchants all over the world.
* Configuring production setups
* Handling production issues
* Unlocking / Locking the merchant accounts based on requests
* Maintaining excel sheet with Issues on a daily basis based on Priority
* Acquiring and maintaining domain knowledge of relevant products (software and hardware) and support policies in order to provide accurate solutions to customers.
* Deploying code utilizing system tools. Monitoring implementation, identifying and resolving potential issues.
* Contributing to the development and maintenance of a problem resolution knowledge base.
* Working with internal business stakeholders to understand business needs and creating solutions using knowledge of systems. Acting in an advisory role, gathering information about future needs, reporting on trends, and making recommendation for system changes.
* Participating in large scale, complex projects. Identifying issues, creating plans, gathering resources, establishing milestones, tracking and reporting on progress, coordinating with multiple groups, and implementing recommendations.
* Conducting pre-sales meetings / trainings
 |  | * Coordinating with the client and staff for enhancing sale on electronics section all around UAE in Carrefour, jumbo, Jacky’s Electronics, etc.
* Collecting sales reports
* Checking availability of the stocks, display
* Gathering competitor Information
* Setting up targets for Individuals
* Preparing presentation for the meetings
* Coordinating the sales team by managing schedules, filing important documents and communicating relevant information
* Ensuring the adequacy of sales-related equipment or material
* Responding to complaints from customers and give after-sales support when requested
* Storing and sorting financial and non-financial data in electronic form and presenting reports
* Handling the process of all orders with accuracy and timeliness
* Informing clients of unforeseen delays or problems
* Monitoring the team’s progress and identifying shortcomings and propose improvements
* Assisting in the preparation and organizing of promotional material or events
* Ensuring adherence to laws and policies
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**Core Competencies:*** Proficient in basic computer applications including Microsoft office tools.
* Well-versed with Payment gateway systems such as Cyber source, MIGS & Network Online for merchant integration.
* Proficiency in key account management and driving projects end to end
* Excellent skills in incident management
* Customer service oriented with efficient sales abilities, marketing and negotiation skills.
* Leading investigations internally and ensuring complete control over the issue until closure.
* Possess sound interpersonal, communication, organizational and management skills.
* Professional manner of Internal and External Customer Relationship.
* Ability to work in cross-cultural environment.
* Able in working as team with peers and superiors.
* Polite, presentable and professional at all times.
* Ability to troubleshoot and take the lead on technical issues and find root cause.
* Excellent communication skills and possess ability to communicate in the languages stated below:

**Educational Summary:**

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| --- | --- | --- |
| * Bachelor of Business Administration (Calicut University)
 |  | Higher Secondary Schooling (CBSE syllabus) |
| * Human Resources Management
* (Current)
 |  | * Commerce
* (2011 - 2012)
 |
| * Distance Education, Calicut - India
 |  | * New Indian Model English School, Shj.
 |

**Declaration:*** I hereby declare that the above-mentioned details are true to the best of my knowledge and belief.
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