**ADNAN**

[**Adnan.364775@2freemail.com**](mailto:Adnan.364775@2freemail.com)

**Visa Status** : Visit UAE

**Career** **Objective**:

Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my skills & abilities. And grow along with the organization and become a professional of excellent repute by effectively contributing towards the goal of the organization

**Summary**​:

Started my career by working as a ​SALES EXECUTIVE ​in ​HATHWAY CABLE & DATACOM PVT. LTD. ​ from ​10th May -20th November 2011. ​Then i started working as a ​CSR​ in ​SERCO GLOBAL SERVICES​ for six months. After that i worked for ​Housing.com ​as ​Customer Service Executive ​ from ​18th March 2014-23rd January 2016 ​ for an outbound process. There i learned the ability to manage interpersonal relationships at a group and individual level and work independently yet collaboratively with teams and meet deadlines. Good communication skills to include excellent listening skills. And had Proven skills to manage multiple tasks simultaneously. My Last working opportunity was with ​Accenture, ​where i worked from ​January 25th 2016 till 31st January 2017​ as a ​Transaction Processing Associate.

**Experience:**

**HATHWAY CABLE & DATACOM Pvt. LTD**. (10th May 2008- 20th November 2011) Location : Mumbai (Maharashtra) Position : Sales Executive (BroadBand) Time Period - (3year’s 6Months )

**SERCO GLOBAL SERVICES** (June 2013 – February 2014) Location: Mumbai (Maharashtra) Position: Customer Support Representative (C.S.R) For an Inbound Process. Time Period - (6Months)

**HOUSING.COM** (18th March 2014 -23rd January 2016) Location: Mumbai (Maharashtra) Position: Customer Service Executive for Outbound Process Time Period - (1 Year 10 Month)

**ACCENTURE** (25th January - 31st January 2017) Location : Mumbai (Maharashtra) Position - Transaction Processing Associate Time Period - (1Year)

**Job Responsibilities**

❖ Generating and converting incoming customers for a Broadband connection, and taking down customers complaints and forwarding it to the respective department for a better viewer experience.

❖ Out call the customer to generate the lead for property Listing.

❖ Giving information to customer about Importance of property listing.

❖ Give Feedbacks to seniors of daily Calls.

❖ Generate the Complaint for the customer in case of changes in property.

❖ Maintain the entire database records​.

❖ Working on data given by the company and taking proper action as per the company's policy.

**Strength**: ​Ability to pick up new thing at a faster pace

**ACADEMIC CREDENTIALS**

❖ Passed HSC from Mumbai University in March 2009

❖ Passed SSC from Mumbai University in March 2007

**PERSONAL DOSSIER**

Birth Date: ​07th September 1989.

Gender: ​Male.

Marital Status: ​Single.

Nationality: ​Indian.

Address: ​Flat No – 07, Kedarnath Apt's, Vasundri Road, Manda, Titwala (West) Pin- 401625.

**COMPUTER SKILL**

Done ​Diploma in Software Engineering​ from ​ANUBHAV COMPUTER INSTITUTE.

**​LANGUAGES KNOWN**  : English, Urdu, Hindi, Marathi.

**HOBBIES :** Reading, Surfing, Chatting, Listening Music

I hereby declare that, the above information furnished by me is true and correct to the best of my Knowledge and belief.

Date:

Place: Dubai​ (​Adnan khan​)