**SYED**

[**SYED.365220@2freemail.com**](mailto:SYED.365220@2freemail.com)

**Qualification Profile**

Skilled and personable **Customer Service Executive/Sales Executive** with 4 years’ experience providing consistent, approachable customer service and full range of general office support.

* **Customer Service:** Serve as initial point of contact for customers, vendors and banks. Educate customers and visitors regarding company services and products. Efficiently schedule appointments and promptly respond to inquiries via e-mail and telephone.
* **Administration**: Provide exceptional administrative support to peers and senior management. Success streamlining office processes to increase efficiency and improve service. Track financial data and accurately process customer statements. Outstanding communication skills; continuously project a highly polished professional image.

**Major Parts of Experience**

In my 4 years of professional career, I have good ability to handle following departments.

1. **Customers Service b. Sales Executive**
2. **Cash &Accounts D. Administrative Executive**

**Work Experience:**

* Worked as a Customer Service Cum Sales Executive in Fakih group of companies, **Madinat Jumeirah,Dubai (U.A.E)** since from 17-April-2014 to 23-may-2016.
* Worked as a Administrative Executive cum customer support in Low Price Food &wine **Brixton** **London.UK** 16-Feb-2010 to 20-jan-2013.

**Job Profile** **:**

* Provide customer service and collecting feedback
* Handles incoming calls or inquiries from prospective customers or clients
* Assists customers effectively by solving customer disputes
* Provides customer additional information or explains services
* Discusses products offered and ensures customer satisfaction
* Tactfully handles confrontational or stressful interactions with the customer
* Completes supporting paperwork and data entry as required
* Creates and maintains service reports
* Give policy details to the customers as required
* Supervise day to day administrative work in order to arrange and monitor timely issues, related documentation in order to complete the daily process efficiently.

* Compile information and records to assess effectiveness of operational controls

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* Petty Cash replenishments and disbursements.

* Handle all operations related queries via e-mail and telephone.
* Negotiating with clients, solving any problems and making sure deadlines are met.

* Administer all accounting functions for acquisition and integration of processes.

* Maintain records of all data and evaluate it to recommend product improvements.

* Administer efficient working of all accounts and ensure compliance with company policies.
* Manage all client enquiries, manage expenses and administer bills for customers.

**Skills:**

* Hardworking, efficient, proficient, ability to work under pressure.
* Ability to meet deadlines and prioritize whilst maintaining consistently high standards.
* Excellent communication skills.
* Proactive & tenacious approach to projects and challenges.
* Provide quality assurance and customer confidence.

**Educational Background:**

**Graduate (Bcom.computers)**Distance learning programme.

**Intermediate (MPC)**in 2009 from Sultan Uloom Jr. College.

**High school** in 2006 from Boston Mission High School.

**Computer Knowledge:**

* Diploma in Hardware & Networking.
* MS Office 2007.
* Operating systems Windows 8, windows 7, vista, XP

**Declaration**

I hear by declare that the above information is true to the best of my knowledge.