**Munir**

Email: **Munir.374471@2freemail.com**

Dubai, UAE

**CAREER SNAPSHOT:**

To work on challenging assignments that will give me an opportunity to exploit my potential and at the same time do justice to the knowledge that I have acquired. Seeking a challenging position, this will permit me to use and enhance my skills in a progressive and dynamic organization with an experience of 2 years as a technical support engineer and Back office works.

**STRENGTHS:**

* Have over all experience of **2 years in customer service / Sales Coordination / Receptionist** in India.
* Professionally qualified with **Master of Computer Applications** (M.C.A) and **Bachelor of Computer Applications (B.C.A), University of Pune, India**.
* Have excellent working skills in MS Office Applications.
* Excellent communication skills in English.
* Possess excellent administration & customer service skills.
* Young, energetic and enthusiastic with refined manners.
* Can work under pressure and meet deadlines.
* Self-motivated and ambitious with strong desire to succeed.

**CAREER HISTORY:**

* **Customer Service Executive,** M/s. Tech Mahindra company in Pune duration (1year)
* **IT cum Admin Executive** M/s. Perpetual Infotech in Pune duration (1 year)

**JOB PROFILE (Administration / Customer Service)**

* Provide administrative support to the office.
* Store and retrieve data on computer.
* Receive and process incoming & outgoing mails.
* Review and answer correspondence on behalf of the company.
* Screen telephone and personal callers & make and record appointments.
* File correspondence and other records.
* Supply correct information to customers.
* Interact with customers / clients to provide information in response to inquiries about the services and to handle and resolve complaints.
* Maintain cordial relationship with existing customers via meetings, telephone calls & e-mails.
* Responsible in ensuring company’s customer / clients receive an adequate level of service or help with their questions and concerns.
* Communicate with customer through a Varity of means-by telephone; by email, fax, or regular mail correspondence; or in person.
* Maintain client relation & ensure customer satisfaction.
* Involve in pre / post sales follow ups.
* Processed back office operations using MS Office.
* Involved in collecting payments from customers.
* Prepare reports of business transactions & keep the account information updated.
* Keeping a record of all outgoing courier, Invoices.
* Coordinate in purchasing office supplies.

**Job Profile as Technical Support – IT**

* Planning With our Project Team.
* Preparing to Desktop Supporter.
* Take ownership of customer issues reported and see problems through to resolution.
* Research, diagnose, troubleshoot and identify solutions to resolve customer issues.
* Provide prompt and accurate feedback to customers.
* Prepare accurate and timely reports.
* Expertise to configure and maintain the computer based information systems.

**EDUCATIONAL QUALIFICATION**

* Master of Computer Application (M.C.A), University of Pune, India.
* Bachelor of Computer Application (B.C.A), University of Pune, India.

**IT SKILLS:**

PROGRAMMING LANGUAGE : C, C++, JAVA, HTML, XML, AND SQL

OPRATING SYSTEM : Windows XP, Windows 7/8/10, Linux.

PACKEGES : Microsoft office2010, Adobe Photoshop, Backup Management

RDBMS : Oracle, MS-SQL server.

ADITINAL TOOLS : MS-office, MS Visual studio, NET2005, Internet Browsing.

WEB TECHNOLOGIES : Documentation, Excel, file marker, Presentation, Word processing

OTHER COMPUTER SKILL : MS OFFICE2010/ NETWORKING/ HARDWARE

**PERSONAL DETAIL:**

* NATIONALITY :INDIA
* DATE OF BIRTH :15 MARCH 1994
* MARITAL STATUS :UNMARRIED
* VISA STATUS :TOURIST VISA
* LANGUAGES : ENGLISH, HINDI, MARATHI, URDU.

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