AAMIR



Aamir.374838@2freemail.com

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* Coordinate with management and clients to identify business development opportunities with existing and new clients.
* Work with the team to achieve short and long term revenue and profit growth.
* Assisted customers effectively by solving customer disputes.
* Handled key level escalations for key accounts.
* Oversee and motivate team of 6 accounts payable associates.
* Used Agile CRM tool to monitor team member’s productivity and to coordinate and maintain customer database.

**CUSTOMER SUPPORT EXECUTIVE**

SPINIRCLE INDIA PVT LTD

*Dec 2015*

*Dec 2016*

* Handled key level escalations for key accounts.
* Involved in providing timely resolutions for key complaints by doing root cause analysis.
* Involved in addressing customer enquiries, solving problems and providing dispatch information.
* Provided continuous monitoring of drivers that in the event of logistical problems to ensure a manually satisfactory resolution.
* Managed customers and driver calls effectively and efficiently in a complex, fast paced and challenging dispatching center environment.
* Scheduled drivers for AM shifts (12 hour shifts) to appropriate locations, according to customer requests using calling system.
* Professionally and politely handled conflicts with irate customers during peak hours.
* Responsible for overseeing the day to day operations of the team, distributing the workload evenly amongst the team and making sure motivation and performance levels are maintained.

**CUSTOMER SUPPORT EXECUTIVE – DISPATCH IRT**

LYNK LOGISTICS PVT LTD

*Apr 2017*

*Oct 2017*

***PROFESSIONAL EXPERIENCE***

*I am in search of a challenging position in a highly reputed organization where I can put my professional qualification and knowledge into practice and utilize my skills and rich experience for the benefits of my employer while achieving self-growth as well.*

***CAREER OBJECTIVE***

* Established strong customer relationship by providing accurate and timely information to customers.
* Discussed products offered and ensure customer satisfaction.
* Created structured workflow management based on business requirements.
* Delivered high quality executive support while performing a wide range of general office support functions such as: customer service support, data analysis, and data gathering from customer to improve product.

AAMIR

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***SKILLS***

GEM award at LYNK Logistics Pvt Ltd

Best Sales person of the month award at Spinircle India Pvt Ltd

4 x Performer of the month award at Spinircle India Pvt Ltd

***AWARDS***

**B. Tech Aeronautical Engineering**

Vel Tech University, Chennai, Tamil Nadu, India

*CGPA 8.62*

**M.Tech Computer Aided Design**

Hindustan University, Chennai, Tamil Nadu, India

*CGPA 8.65*, **Gold Medalist**

***EDUCATION***

*2013 – 2015*

*2009 - 2013*

Clear Communication skills

Knowledge of the product or service

Initiative and Problem solving abilities

Customer Support & Service

Business Operation

Leadership Skills

PRIMAVERA

MS OFFICE

GOOGLESHEETS



***CERTIFICATION***

Diploma in Project Planning and Management using PRIMAVERA



***PERSONAL INFO***

Date of Birth : 09th July 1992

Nationality : Indian

Place of Birth : Riyadh, Saudi Arabia

Sex : Male

Marital Status : Single

Languages Known : English, Hindi, Urdu, and Tamil