**CURRICULAM VITAE**

**SUFIYAN**

**E-mail:** [**sufiyan.374961@2freemail.com**](mailto:sufiyan.374961@2freemail.com)

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| **CAREER OBJECTIVES** |

* A Sales / Customers Service position.
* To associate myself with an organization where there is an opportunity to share, contribute and upgrade my knowledge for development of self and organization served.
* Excellent communication and interpersonal skills, with ability to develop cohesion in group through team work and resourceful ideas

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| **PROFESSIONAL EXPERIENCE** |

**IKEA (SAMSUNG TELECOM) - (Bangalore, India) (**June 2015 to Aug 2017)

**Designation: Customer Service representative**

**Responsibilities:**

* Opening and maintaining customer accounts by recording account information
* Resolving product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Maintaining financial accounts by processing customer adjustments
* Recommending potential products or services to management by collecting customer information and analyzing customer needs
* Preparing product or service reports by collecting and analyzing customer information
* Contributing to team effort by accomplishing related results as needed
* Managing large amounts of incoming calls
* Identifying and assess customers’ needs to achieve satisfaction
* Providing accurate, valid and complete information by using the right methods/tools
* Handling complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure  
  resolution
* Keeping records of customer interactions, process customer accounts and file documents
* Following communication procedures, guidelines and policies
* Go the extra mile to engage customers
* Resolve customer complaints via phone, email, mail or social media
* Use telephones to reach out to customers and verify account information
* Recommending potential products or services to management by collecting customer information and analyzing customer needs

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| **QUALIFICATION** |

* Passed **B.COM** from **Bangalore University**, India WITH aggregate of 50.56%
* Passed **PUC** from **Pre -University**, Bangalore India

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| **STRENGTHS** |

* Ability to work hard efficiently.
* Prompt and honesty till task completion.
* Good and obedient team player.
* Willing to learn new technologies.

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| **COMPUTER PROFICCIENCY** |

* Basic Knowledge MS – Office
* Windows Operating system
* Photoshop
* Auto cad

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| **PERSONAL PROFILE** |

Name : Sufiyan

Date of birth : 17th -Aug-1996

Gender : Male

Nationality : Indian

Languages Known : Hindi, English, and Kannada.

Marital Status : Single

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| **PASSPORT DETAILS** |

Expiry date : 14/062026

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| **VISA DETAILS** |

Current Visa : VISIT VISA

Visa Expiry date : 20TH Jan 2018

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| **DECLARATION** |

I hereby declare that the above information furnished is true to the best of my knowledge and belief.

Place : DUBAI Yours’s Sincere,

Date : **(Suffiyan)**