**ABHAY**DubaiUnited Arab Emirates

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**PROFESSIONAL-SUMMARY**

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success with proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven with strong time management and prioritization abilities.
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**HIGHLIGHTS**

Banking products
Tech sales and services
Travel bookings
Debt collections
Telecom
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**WORK EXPERIENCE

*BACK OFFICE EXECUTIVE | Al Wafiq Electronics Trading LLc | Dubai
Feb2017 – Nov 2017***

Provide good customer service by solving customer queries in timely and appropriate manner.
Analize the defaulters with FBD and stop approvals for any such applications.
Communicating courteously with customers by telephone, email and inperson. Investigating sales opportunities and converting customer issues to sales with an effective solutions.
Interacting with DU backoffice support in timely and accurate manner in reference to sales, issues,submissions and activations of new deals.Interacting with DU Finance Team in order to analise applications and arrange verifications on the same.

***COLLECTIONS EXECUTIVE | Sutherland Global Services | Dubai
Oct 2016 – Feb 2017***

Worked for DU process.
Involved in quality of collections,
Responsible for the individual and Teams targets.
Responsible for process adhearance and quality compliance.
Skip tracing the defaulters and arrangement of PAP for the customers**.**
***CUSTOMER-SALES SUPPORT | Al-Maraam Commercial Brokers LLC | Dubai
Dec 2015 – Aug 2016***

**DU telecomprocess.**Analysing the credit history, bank statements and the eligibility to process the applications.
Check if the clients already have applied for any other plans and Handsets and if its active.
Communicating courteously with customers by telephone, email.
Interacting with DU main office for activations and queries.
Keeping accurate records of discussions or correspondence with agents.
 ***TECH SALES REP (FTL) | Infinite Computer Solutions | Dubai
Jan 2012 – Nov 2015***Providing support to the subordinates in providing good customer support and generating good sales

Providing Technical assistance as an when required.

Meeting hourly targets of the team in terms of Sales Revenue

Meeting daily targets without failure.

Sending hourly reports to Operations manager.

Ensuring to have a good customer satisfaction reports.Interacting with the client in closing sales deals and addressing customer issues as per process.

***ACCOUNTS SALES REPRESENTATIVE | Repcol India Pvt Ltd | Dubai
Aug2006 - Dec 2011***

Worked for Australian Process involving debt collection and selling newer products.
Assisting customers in paying towards their debts in convenient manner by upselling relevant packages.

Collecting debts from defaulters by taking them in to confidence and with good negotiations.

Skip tracing the defaulters and engaging them into negations.

Training new employees on calls and taking escalations when requires.
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**Graduation: (B.E) Electronics and communication.**

Good Computer knowledge, Ms Office, like Word Excel and powerpoint,Paint, Photoshop, Pdf documents.

Typing skills with a very good speed and accuracy.

Effective Communication

Dedicated team player

Decision making

Ability to adapt to every situation

Superior work Ethics

Good in self learning.

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Nationality : Indian

Marital status : Married

Language : English, Hindi, Kannada and Telugu.

Date of Expiry : 12/08/2024
Visa : Visit (expiry – May 2018)

Abhay