CURRICULUM VITAE



**Abdul**

Email address: [abdul.383872@2freemail.com](mailto:abdul.383872@2freemail.com)

**OBJECTIVE:**

To associate with an organization which progresses dynamically and gives me a chance to update my knowledge and enhance my skills and be a part of the team that excel in work towards the growth of the organization and gives me satisfaction thereof. Ability to work independently with high motivation towards new knowledge and a good team worker with evidence by my excellent performance in my professional career.

**WORK EXPERIENCE:**

**3 Years of Professional Experience**

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**Amazon (February 2016 – June 2018)**

**Position: Senior Customer Service Associate**

**Duties & Responsibilities**

* Worked in Retail team- handling customer queries on shipment details, product issues, processing replacements, refunds and questions relating to items available in fulfillment center (Warehouse).
* Follow up with carriers to make sure that the packages are delivered on time.
* Provide technical support and service to customer in regards to the status of orders and fulfill delivery commitment.
* Answering all the customer queries with best Customer satisfaction factor.
* Troubleshooting the problem by analytical and problem solving techniques.
* Exhibit required knowledge and use of departmental resources, policies and procedures as and when needed.
* Demonstrate clear and polite written communication.
* Answer messages in authorized email queues as directed by workflow and supervisor.
* Escalate customer issues appropriately and correctly.
* Understand the need of the customers and correctly use all available tools to resolve as expected.
* Following up with customers when required and escalating problems using the correct escalation matrix

**Process Associate**:

Tech Mahindra

*Hyderabad, INDIA – June 2014 – February2015*

**Duties & Responsibilities**

* Obtains client information by answering telephone

* Using Reverse phone search tools, Switchboard, Dexknows and Superpages.
* Determines eligibility by comparing client information to requirements.

* Informs clients by explaining procedures; answering questions; providing information.

* Records customer inquiries by documenting inquiry and response in customers' accounts.

* Improves quality service by recommending improved processes.
* Identifying new product and service applications.
* Updates job knowledge by participating in educational opportunities.

**EDUCATIONAL BACKGROUND:**

**Bachelor of Commerce**

Osmania University

Hyderabad, India

June 2012-May 2016

**Intermediate**

Board of Intermediate Education

Hyderabad, India

June 2010-March2012

**Azra Public School**

Central Board of Secondary Education

Hyderabad, India

March 2000 - April 2010

**Relevant Qualifications:**

**Languages:**

* English: Fluent in speaking and writing
* Urdu: Mother Language

**PERSONAL INFORMATION:**

Nationality: Indian

Marital Status: Single

Date of Birth: May 13, 1994

Place of Birth: Hyderabad, INDIA

**References:**

Will be provided on demand.