CURRICULAM VITAE

Mujahid

**Location : Dubai**

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CALL CENTER AGENT/TELESALES REPRESENTATIVE/ ACCOUNTANT

**Professional Summary**

Highly skilled, customer-centric and well-experienced Telecom agent with great communication, organization skills, enthusiastic and positive approach to work seeks to establish a career with a company desirous of building a solid team of agents to manage inbound and outbound campaigns.

**Strengths**

* 1 year of experience as **Call Center Agent**
* 6 months experience as**Telesales Representative**
* 1 year of experience as **Accountant**
* Certified; MS Office
* Excellent communication skills
* Great analytical skills
* Highly patient
* Great people skills
* Pleasing personality
* Excellent disposition
* Goal – oriented
* Highly organized
* Punctual

**Professional Experience:**

Company **:**Ocean One

Position  **:Call Centre Agent (Administrator)**

Duration **: March 2016 – February2017**

**Main Responsibilities**

* Managed outbound sales calls and field incoming sales leads.
* Executed tasks such as prospecting, networking for lead generation.
* Coordinated with the management by formulating activity and results reports.
* Aided lead distribution to Strategic, Government and Federal accounts.
* Ensured customers received prompt service and handled customer complaints.

**Professional Experience:**

Company **: ICIC Bank And HDFC Bank**

Position  **:Assistant Administrator**

Duration **:**March 2017- August 2017

**Main Responsibilities**

* Responsible for the maintenance and updating of large employee database
* Ensuring Facilities Manager was aware of new starters and leavers
* Creating reports and presentations for Office Manger to present to department heads
* Identifying and solving problems within the database
* Answering phones and dealing with initial enquiries
* Managing the upkeep of photocopiers and fax machines and ensuring all machines were fully operational
* Ensuring smooth and efficient distribution of internal memos and mail
* Creating, processing and distributing all staff identity cards

**Professional Experience:**

Company **: Preston Engineering Impex**

Position  **:Accountant (Team Leader)**

Duration **:**September2017 - October 2018

**Main Responsibilities**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Responsible for Maintenance to instruct group of People
* Helped customers place new orders easily.
* Management of stocks, sales, and Purchase.
* Attending the calls and deal with Enquires and rate Quotation to parties.
* Handling Overall Administration.
* Making changes to customers' accounts, such as updating addresses or canceling orders.
* Taking online customers orders.
* Answers incoming customer calls regarding billing issues, product problems, service questions and general client concerns.
* Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller.
* Update customer information in the customer service database during and after each call.

**Awards & Recognition:**

* Received the Award for the best Performer of the team for 3 months.
* Received the Award as Star of the months.
* Received the Award for the 100% attendance for every month.

**Educational Qualification:**

* Diploma in Computer Science And Engineering

**Key Skills:-**

* Customer service oriented skills – Ability to deal with irate customers using excellent interpersonal-communication skills.
* Understands new concepts easily – Quick learner.
* Ability to handle stress.
* Took customer service training course
* Competency, Customer Focus, and Communication skills.
* Presentation Skills (MS. Excel. MS PowerPoint).
* Multitasking.
* Initiative and problem-solving abilities.
* Typing speed 40WPS

**Personal Profile:**

Date of Birth : 21-12-1997

Gender : Male

Marital Status : Single

Languages Known : English, Hindi, Urdu, Kannada and Tamil

Nationality : Indian

Religion : Muslim

Visa Status : Visit Visa

**Declaration:**

I hope, my candidature shall be considered for subject position and assure that if am given an opportunity to serve for your highly esteemed organization to the best of my professional skills and experience to ensure mutual success.