CURRICULUMVITAE

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| **Mohibul**  Email address: [mohibul-394044@2freemail.com](mailto:mohibul-394044@2freemail.com) |

**Post Applied for Admin/Call Center**

**OBJECTIVE:**

Seekingto leverage acquiredacademic knowledge and work experienceto effectivelyfill an officeclerk position. A dedicated worker aiming to help achievecompanygoals andtakeon moreresponsibilityas quickly as possible.

Abilityto work independentlywith high motivationtowardnew knowledge and a good team worker with evidence bymyexcellent performanceduring internship and the university.

**WORK EXPERIENCE:**

**3Years of Professional Experience**

**Admin& Customer Service (Presently)**:   
Dubai, UAE

**Duties & Responsibilities**

* Respond to phone calls and inquiries by clarifying the required information
* Preserve call Centre database and update customer information in the system
* Assist customers with product and service information
* Undertake feedback calls
* Handle and settle customer complaints
* Suggest potential products or services to management through collecting customer information and analyzing customer needs
* Preserve customer records through updating account information
* Provide excellent and quality of services to customer
* Perform any other assigned task

**Relevant Skills:**

Information Technology Troubleshooting in Windows InstallationKnowledge:

Excellent in Microsoft OfficeProgram:

* MS Word: Excellent skills in editing typing and maintaining documents.
* PowerPoint presentations: Extra ordinary skills in creating power point presentations. Excellent presentation skills.
* Excel Spreadsheets: Professionally trained in using MS Excel skills. Excellent skills to create and maintain Excel sheets on daily basis.
* Outlook: Very much familiar to use outlook.

**Customer Service**:   
Dubai, UAE

**Duties & Responsibilities**

* Greet visitors with professionalism
* Answer telephones and transfer to appropriate staff member.
* Communicate effectively both verbally and in writing
* Create and modify documents using Microsoft Office.
* Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
* Research, price, and purchase office furniture and supplies. Setup and coordinate meetings and conferences. Setup accommodation and entertainment arrangements for company visitors.

**EDUCATIONAL BACKGROUND:**

**Bachelor of Commerce**(University of Calcutta-India)   
India attested from U.A .E Embassy

**ALL SAINTS DAY SCHOOL**  
SecondaryEducation   
West Bengal Board of Secondary Education

**Relevant Qualifications:  
Languages:**

* English: Fluent in speaking and writing
* Hindi and Urdu: Mother language

**PERSONAL INFORMATION:**

Nationality: Indian  
Marital Status: Single  
Date ofBirth: Dec 07, 1990  
PlaceofBirth: Kolkata, India

**PASSPORT DETAILS:**

Place of Issue. Kolkata

Date of Expire. 28th July 2023

**Declaration:**I hereby informing you that given above is true to my knowledge, if you give the opportunity to work under your kind control.