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| |  | | --- | | **Gulfjobseeker.com CV No:** **7884**  **Mobile +**971505905010 / +971504753686  To get contact details of this candidates  Submit request through Feedback Link  <http://www.gulfjobseeker.com/feedback/submit_fb.php>  **Objective**  My career aspiration is to secure a challenging position of any stream in a reputed firm, where I can contribute my knowledge and skills for the growth and development of the organization meanwhile can grow professionally and pursue my interests of establishing a career in the corporate world.   * Technical skills that operate for the best outcome. * Committed to teamwork & ability to handle stressful situations. * Extremely Self-Motivated, enthusiastic with excellent communication and interpersonal skills. * Ability to work independently and in teams.   **Qualification**  M.sc., Master of Science (Chemistry) 2002-2004 from Islmiah College, University of Madras  B.Sc ., Bachelor of Science (Chemistry) 1999-2002 from Islamiah College, University of Madras.  **FUNCTIONAL EXPERTISE**   * Database: Microsoft SQL server 2008, Microsoft Access. * Operating Systems: Windows 98/ 2000/ 2003/ XP/7/8. * MS Office : Excel, Power Point, Word, Access.   **Professional Experience**   1. **Customer Support Representative in Accenture Services Pvt Ltd From 19 July 2011 to 7th April 2014**   ***Job Responsibilities***   * Handling inbound calls for an Insurance company (Anthem) as it was outsourced to Accenture. * Responsible to answer calls from various providers (Doctor, Nurses and facilities) enquiring about pre-authorization if that requires for a particular service. * Duty to check with our tools and applications for the pre-authorization. If it requires than its our responsibility to build the case and need to send the same for nurses to review.   Previously worked in the same company for a different process.   * Handling inbound calls for Tele Media company (Virgin Media) * Helped customers to resolve their queries like bills, packages, call rates and internet. * Ensuring highest level of Customer Service to our customers. * Helped them to upgrade their packages with best available deals. * Also helped new customers by giving the information about the product and ensured them to purchase our products (TV, Telephone and Broadband). * Also responsible for supervisor calls for unhappy customers. * Responsible for training and mentoring the new agents till they go live on calls. * Off calls, used to maintain breaks for the agents and also responsible to check the Que. * Handling the team in absence of the team leader.  1. **Worked as Guest Support Agent in Kingfisher Airlines Pvt Ltd.** **From 04/01/2010 to 23/01/2011.**   ***Job Responsibilities***   * Handling inbound calls. * Helped customers to resolve their queries like Air fare, Flight details, Assigning seats, meals etc... * Also helped customers for booking, rescheduling and cancelations of their tickets. * Helped passengers for Tele-Check in, assigning seats and meals as well.  1. **Worked as Customer Care Representative in 24/7 Customer Service Pvt Ltd** From 29/09/2008 to 05/05/2009.   ***Job Responsibilities***   * Handling customers via email/chat and calls. * Providing customer services for an US based company. * Its an online shopping website, where customers can purchase anything which is listed on the websites, * Used to helped the customer for online purchase, and also can initiate returns if they don’t like the products..  1. **Worked as Assistant Claim processing Executive in HTMT Global Solutions From 16/11/2006 to 31/12/2007.**   ***Job Responsibilities***   * Responsible for building an insurance plan or policy. * Based on the spread sheets according to the state mandates provided by clients. * Also responsible for the audits and quality. | | 1. **Worked as Material Logistics In charge in Florence Shoe Co. PVT. Ltd From 28/11/2005 to 08/11/2006.**   ***Job Responsibilities***   * Responsible to maintain and organize the materials for the productions. * Following up with the stores in order to keep the stocks available on weekly basis * Also responsible for ordering the materials from the Head Office. * Need to keep the total record of each received and dispatched materials to other production units.   **Competencies / Strengths :**   * Strong motivation to bring innovation and best practice into current work environment, * Manpower Planning * Ability to multitask & prioritize * Excellent inter personal skill and ability to communicate with different cultures. * Strongly results – Focused * Ability to ensure accuracy   **Personal Details:**  Date of Birth : 19th August 1981  Gender : Male  Marital Status : Married  Nationality : Indian  **Languages Known:**  Read : English, Urdu, Arabic, & Tamil.  Write : English, Urdu, & Tamil.  Speak : English, Urdu, Arabic, Hindi, Kannada & Tamil.  **Declaration:** I hereby declare that the information given above is true and correct to the best of my knowledge and belief. | |