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| **Resume** |

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| **Gulfjobseeker.com CV No:** **7884****Mobile +**971505905010 / +971504753686To get contact details of this candidatesSubmit 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 MadrasB.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.
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| 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 1981Gender : MaleMarital Status : MarriedNationality : 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. |

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