**RIN**

Email: [rin.155578@2freemail.com](mailto:rin.155578@2freemail.com)

Mobile: C/o 971505891826

Dubai, UAE

**Objective:**

Dynamic and proactive individual looking for a challenging position in **Customer Operations/Management & Administration** in an eminent organization, where I can put forth my extensive skills and knowledge which helps to provide growth and profitability within the organization.

**Profile Summary:**

* A dynamic Professional with 5 years of experience in aviation industry handling accounts & customer service while providing administrative support.
* Have 5 years of experience in the department of Customer Operations with significant Telecom industry.
* Qualified with Bachelor’s Degree in Computer Science (B.Sc.) from USA & Post Graduate Diploma in Information System from University of Wales, U.K.
* Outstanding ability in finding and fixing loopholes in escalation procedures.
* Possess exceptional team spirit thereby helping in easy achievement of organizational & personal goals.
* An effective communicator with excellent relationship building & interpersonal skills.
* Proven ability to manage multiple tasks efficiently & accurately under pressure while meeting tight deadline schedules.
* Strong analytical skills coupled with an impressive commitment to excellence and an ability to drive efficiency and financial performance improvements.
* Well-disciplined with proven ability to manage multiple assignments efficiently under extreme pressure while meeting tight deadline schedules.

**Areas of Expertise:**

* Customer Satisfaction Enhancement
* Complaint Handling & Resolution
* Customer Service Management
* Strategic thinking
* Management Reporting
* Supervisory skills
* Decision making
* Effective delegation
* Conflict resolution

**Employment History:**

* **Customer Service Desk (MNP Agent/Roaming Support) Analyst** Du Telecom, December 2013 – Present.
* **IT Technical Support/Admin Assistant** Norq Solutions FZCO, Dubai, June 2013 – October 2013.
* **Accounts Assistant**, Emirates Airlines, July 2007 – November 2012

**Job Profile as MNP Support Agent:**

* Process day to day task based activities of mobile numbers porting out from Du to Etisalat and vice-versa.
* Validating documents of the customer on detail to approve or reject the requests submitted.
* Calling customers and updating them the status of the MNP application requests and take needful action for processing the same.
* Exception handling of irate customer requests and their complaints that has been withheld and provide a better customer experience.
* Maintains company standards during recorded calls in order to ensure high quality service.
* Activation of mobile no’s and updating the data plans and payment details accordingly as per customer's request.
* Provide a detailed report on weekly basis via Excel of the daily task activities and provide methods of improvement in terms of operations and procedures.

**Job Profile as Enterprise Roaming Analyst (Enterprise Customer Operations):**

* Report compiling, developing new CRM strategies, financial flow of strategies.
* Handling the roaming email database [roamercare@du.ae](mailto:roamercare@du.ae) on a daily basis with an SLA of 3 hours.
* Calling customer’s and resolving international roaming issues and answers inquiries on roaming services by clarifying desired information.
* Resolves problems on network connectivity and escalating unresolved problems to concerned department.
* Selling additional services by recognizing opportunities to up-sell products or services and explaining new features.
* Assisting the team by performing the tasks with them and helping in training and development upon requirement.
* Provide analysis reports to the Senior Management on the development of roaming services on quarterly basis.
* Sole ownership of sending weekly, monthly reports to authorized senior managements.
* Prepared presentations for new innovative ideas & strategies to gain more client confidence.

**Job Profile as Customer Service Desk Analyst:**

* Increase efficiency within corresponding teams by identifying ways to improve processes.
* Escalating and resolving areas of concern on receiving customer complaints.
* Remain a main point of contact for all issues as per escalation matrix.
* Provide system based troubleshooting on complaints raised for handset, signal issues, mobile coverage and network instability.
* Validation of mobile prepaid/postpaid issues raised by the customer in terms of billing issues and invalid value added services and assigning it to particular resolver groups.
* Verification/provisioning/configuring of network provisioning parameters on network tools.
* Coordinating with back office and corresponding network teams to resolve the customer issues before the

SLA breach**.**

* Monitoring company performance against service level agreements and flagging potential issues.
* Build relationships internally and collaborate effectively on cross-functional teams.
* Analyzing and resolving complaints reported by customers on Social Media and Telecom Regulatory Authority (TRA).

**Job Profile as IT Technical Support/Admin Assistant:**

* Fully responsible for all aspects of all departments.
* Support and work with all Head of Departments in all aspects of running the operations.
* Monitor the co-ordination between all departments for smooth & efficient operations.
* Assessing and reviewing customer satisfaction and service recovery process.
* Providing timely and constructive feedback to all direct reports as and when required either formally or informally.
* Conduct weekly / Daily meeting with marketing people for enquiry & follow up & conversion to grow up the business.
* Monitor and maintain operation & overhead cost in order to maintain maximum revenue to the organization.
* Be on available on call 24 hours a day to resolve any urgent problems on emergencies.
* Responsible for the overall management of the operation of the Company
* Provide technical and network problem resolution to end-user’s (customers) by performing a question diagnosis while guiding users through step-by-step solutions. Solutions include, but are not limited to resolving username and password problems, uninstalling/reinstalling basic software applications.
* Research required information using available resources and follow standard processes and procedures.
* Planning and scheduling maintenance upgrade and talking to clients and computer users to determine the nature of problem.
* Monitor and co-ordinate deliveries of items between suppliers to ensure that all items are delivered to site/store on time.

**Job Profile as an Accounts Assistant:**

* Update transaction details (primary & secondary) accurately from audit and flight coupons to ensure that data in the system is ready for fares and proration processes without the necessity for corrections.
* Retrieve, sort, match and dispatch of various employee related document, statements and reports so as to meet the deadlines set by section to arrange the recoveries on time.
* Assist officers in responding, coordinating & investigating requests/queries received from the external parties and staff.
* Achieve daily target outputs so that data is updated in a timely and orderly manner. This data is used for generating revenue information for senior management.
* Organizing meetings & prepare minutes of meeting with action plans & follow-ups.
* Independently reply to members' inquiries via mail or fax, ensuring accurate and timely responses.
* Maintain accurate filing system and planning & organizing tasks accordingly when approaching deadlines.

**Achievement:**

* Honored for the outstanding performance in the whole of Customer Operations for the productivity and meeting the KPI’s during the year 2017 at Du Telecom.
* Appreciated and acknowledged by senior management and trainers for process improvement and handling of queries in very effective manner without supervision.

**Educational Qualification:**

* Post Graduate Diploma in Information System (2012) from University of Wales, U.K
* Bachelor’s Degree in Computer Science (2007) from Troy University, USA
* Higher Secondary from New Indian Model School, Sharjah
* International Diploma in Project Management, from Cambridge International College, Britain.
* Microsoft Certified Professional (MCP), from Zenith Training Institute, Sharjah.
* Digital Marketing Training Course from Allister Frost, founder of Wild Orange Media and ex Head of Marketing in Microsoft at the Middle East Event show, 2014.

**IT Proficiency:**

Application MS-Office Advanced

**Critical Competencies:**

Fast learner, Adapt well to changes and pressures in workplace.

Work effectively with diverse groups of people.

Ambitious, hardworking and committed to excellence.

Honest, Sincere and a Hard Worker with a high level of Integrity.

**Interest & hobbies:**

Organizing events & activities for team outings.

Active member of fun committees and organized various events on every festive occasion as well as involved in collage and debate competition on global level in the company.

Listening Music & Traveling.

**Personal Data:**

Date of Birth : 15th July, 1985

Visa Status : Employment Visa

Nationality : Indian

Language Known : English, Hindi & Malayalam