**Ali.288530@2freemail.com** ****

**ALI**

**VISA :VISIT VISA**

**Brief Overview**

A competent professional with over 2 years corporate experience in , Customer Support and service Management.

**Objective**

To obtain a challenging position, utilizing proven abilities developed through my experience and education with opportunity for professional growth and merit performances.

**Work experience**

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| **Position – Customer Service Representative****Location – siliguri, India.****Period – Sept 2015 to MARCH 2016** |

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* Welcome customer with a smile and greeting.
* Sale of motor bikes/ Cashier
* Billing and costing price to the customer.
* Giving the customer best service .
* Reporting daily sale report to the store manager .
* Take ownership of queries and proactively follow through to resolution.
* Creating a combination of real value for money and outstanding customer service.

**Company – American Express****Position – Call center executive****Location – Bangalore,India****Period – Jan 2014 to July 2015*****Duties And Responsibilities**** *Responsible for handling inbound & outbound calls for 2 American Express platforms - CCSG (Consumer Card Service Group) & Returned Checks (NG) division. I joined as a CRA*
* *Dialed Outbound collections for Capital One I worked in a highly competitive and result oriented environment involving inbound/outbound calls to U.S. based client*
* *The job encompassed skillful negotiations and high dollar balances in meeting daily parameters of cash collected and month end actual cash retrieved*
* As a credit collector for Amex credit cards I worked in a highly competitive and result oriented environment involving inbound/outbound calls to U.S. based clientele
* The job encompassed skillful negotiations and high dollar balances in meeting daily parameters of cash collected and month end actual cash retrieved
* As a collector I made prompt and conclusive decisions on important financial aspects like card suspensions and penal action
* Recipient of awards for consistent performance and extraordinary customer service

 **EDUCATION*** Passed ICSE from Vidya Vikash Academy
* Passed ISC from Vidya Vikash Academy.
* Mass communication from St. josephs college,Darjeeling.

**Personal details*** Language English,Hindi,Nepali,Bengali
* Marital status Single

I hereby state that the above stated details are true to my knowledge.   |  |