CURRICULUM VITAE

IT Professional

Experienced in Customer Service Operations and Client Servicing.

2017

** Ahammed**

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**OBJECTIVE:**

To pursue a challenging career to prove myself as an epitome of all technical and managerial skills for the development of the company and to carve a niche in the field that offers great growth while being resourceful and innovative. Willing to work as key player in challenging and creative environment.

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Qualification | Name of institution | Year of passing | Merit percentage |
| Diploma in Computer Engineering | Shree Venkateshawra Hi-Tech Polytechnic College, Erode | 2015 | 84% |
| HSC | GHSS Kodumunda | 2011 | 65% |
| SSLC | Paruthur High School,Pallippuram | 2009 | 70% |

**AN OVERVIEW**

* Result-focused professional with nearly 2 years of experience in Customer Service Operations and Client Servicing.
* Solutions-driven, customer centric professional with significant experience in handling all aspects of service functions.
* Fully experienced in developing profitable and productive business relationships, coordinating with decision-makers with distinction of accomplishing multi-fold revenue increase.

**AREAS OF INTEREST:**

* Customer service operations
* Windows Administration
* BPO
* Computer Hardware
* Computer Networking
* Data Entry
* Computer Operator
* Sales

**AREAS OF EXPERTISE**

* Managing service operations with focus on implementing policies & procedures.
* Handling post-sale service operations while ensuring customer satisfaction and business retention.
* Ensuring that operations at the service points match the company’s standards.
* Managing customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms.
* Identifying improvement areas & implementing measures to maximize customer satisfaction levels.

**SKILLS ACQUIRED:**

Possess good soft skills and confidence in taking up any new challenges and successfully completing it. Ability to lead a team, coordinating work and liaising with various departments of an organization that involves considerable interpersonal skills. Adaptability, flexibility, ability to manage pressure, ambiguity and change, along with situation tackling skills.

**PROJECT**

* Extended project(Part of diploma)**“Equivalent Work Scheduling in the Proxy Server Based on Priority Through Pair Scheduler’’**

**COMPUTER KNOWLEDGE**

* Excellent Computer Skills.
* **Programming Languages :** Basics of C, HTML,VB.net
* **Application Software :** Ms Office (Ms Word),Well known in Spread Sheet (Ms Excel),

Power Point, Internet Web Browsers, Acrobat Reader, Photoshop

**EXPERIENCE**

* 2 years of experience in Customer Service Operations and Client Servicing.

**Company Name** : Aabasoft business services-Info park| Cochi

Customer service associate for both voice and non-voice (Level1 and Level2)

* Interact with customers and explaining them the product details and scheme details.
* Coordinating with the support team.
* Ensure that all requirements are exceeded at service level.
* Resolves customer technical issues in Level 2 Process
* Involved in Non-Voice operations - customer queries and complaints handled through emails.

Team Lead

* Powerful leadership skills and strong ability to manage and motivate staff.
* Fast learner & capable of handling pressure.
* Client Interface/relationship.
* Business Writing.
* Effective time management, planning and organizational skills.
* Taking reports or data required by client.

**PERSONAL PROFILE:**

**Date of Birth :** 20.08.1992 **Gender :** Male **Marital Status :** Single **Nationality :** Indian **Languages Known :** English,Malayalam,Tamil **Hobbies :** Playing cricket, Browsing, watching videos in YouTube

**DECLARATION:**

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

Yours faithfully

Ahammed

**Place:** Kerala **Date:**