**MUBIN**

**BURDUBAI-DUBAI**

Mubin.381863@2freemail.com

**Profile Summary**

A high energy and results-driven professional with over 7 years customer service experience in a managerial capacity. Excellent planning and organizational skills result in the optimum functioning of the department and the consistent achievement of customer service standards. Proven interpersonal and motivational ability ensure a strong team approach and the attainment of maximum performance levels and productivity. Responsible for the introduction of a number of successful customer service initiatives resulting in 30 % improvement in customer satisfaction rankings. A dedicated manager with the ability to obtain outstanding results in a challenging environment.

**Main Responsibilities**

* Building customer relationships and loyalty.
* Assist in developing and implementing customer Service policies.
* Responding to issues such as service inquiries, problem resolution, and retaining accounts.
* Handling customer escalations and all customer relations issues.
* Writing reports and business correspondence.
* Relaying information in a concise and clear manner.
* Managing customer expectations.
* Quickly researching and investigating issues that concern a customer.
* Conducting visual observations of how staff speak to customers.
* Preparing daily, weekly, and monthly reports for senior managers.
* Coaching and developing team members in soft skills.
* Assessing the customer service department’s operational performance against set targets.
* Promoting products and services.
* Maintain accurate records of conversation with customers.

**Educational Qualifications:**

Completed high school examinations with 62% Marks in 2003

Completed Board of Higher Secondary examinations with 78% Marks in 2005

Completed Bachelor Degree in Economics 2008 from Christ college Irinjalakuda

Expert Management Program (Conducted by EMKE Group).

**Personal Particulars**

Languages Know: English, Hindi & Malayalam

Basic Command over Arabic & Tagalog.

Hobbies: Reading, Travel & playing Football

Age -30

Visa status : Visit visa

Nationality : India

**Employment History:**

 **Salesman cum Accountant** ,Hero Honda bikes, Thrissur,India,October 2008-

July 2009

**Buying Assistant ,** Archana silks, Thrissur, Feb 2010 –June 2010

**Cashier** in Electronics, Sales assistant-LULU Hyper Market, D-Ring Road,Doha, Qatar. June 2010– June 2012

**Supervisor**-**Customer Service & cash line** LULU Hyper Market, D-Ring Road, Doha, Qatar. June 2012- December 2015

**Customer Service & cashline In-Charge -**LULU Hyper Market, New Cairo, Egypt .December 2015-June 2017

**DECLARATION:**

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