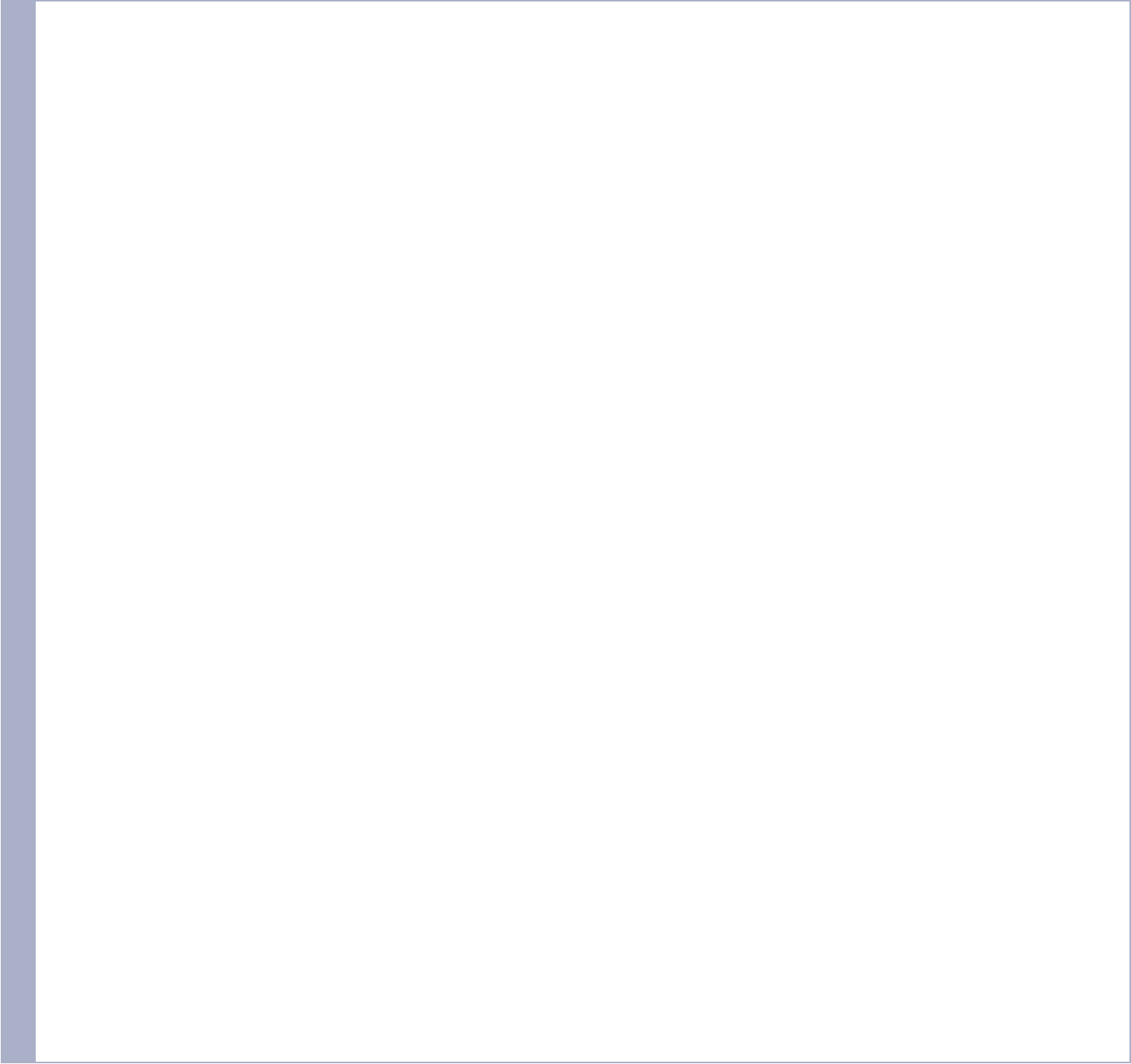
Mansoor

Deira City Centre

Dubai, UAE.



**Objectives**

Responsible for acting as a liaison between customers and companies. Assists with complaints, orders, errors, account questions, billing, cancelations, and other queries.

**Skill Summary**

* Knowledge of your product or service.
* Open-mindedness.
* Active listening.
* Attentiveness.
* Highly committed & Hard working.
* Creating XML program from PDF.
* Reliable with an emphasis on constant and continuous improvement. Accuracy and honesty, Efficiency and flexibility.
* Excellent computer skills, Excellent organizational and coordination skills.
* XML Programmer for IEEE project.

**Experience**

**Customer Service Executive (October 2013 – November 2015)**

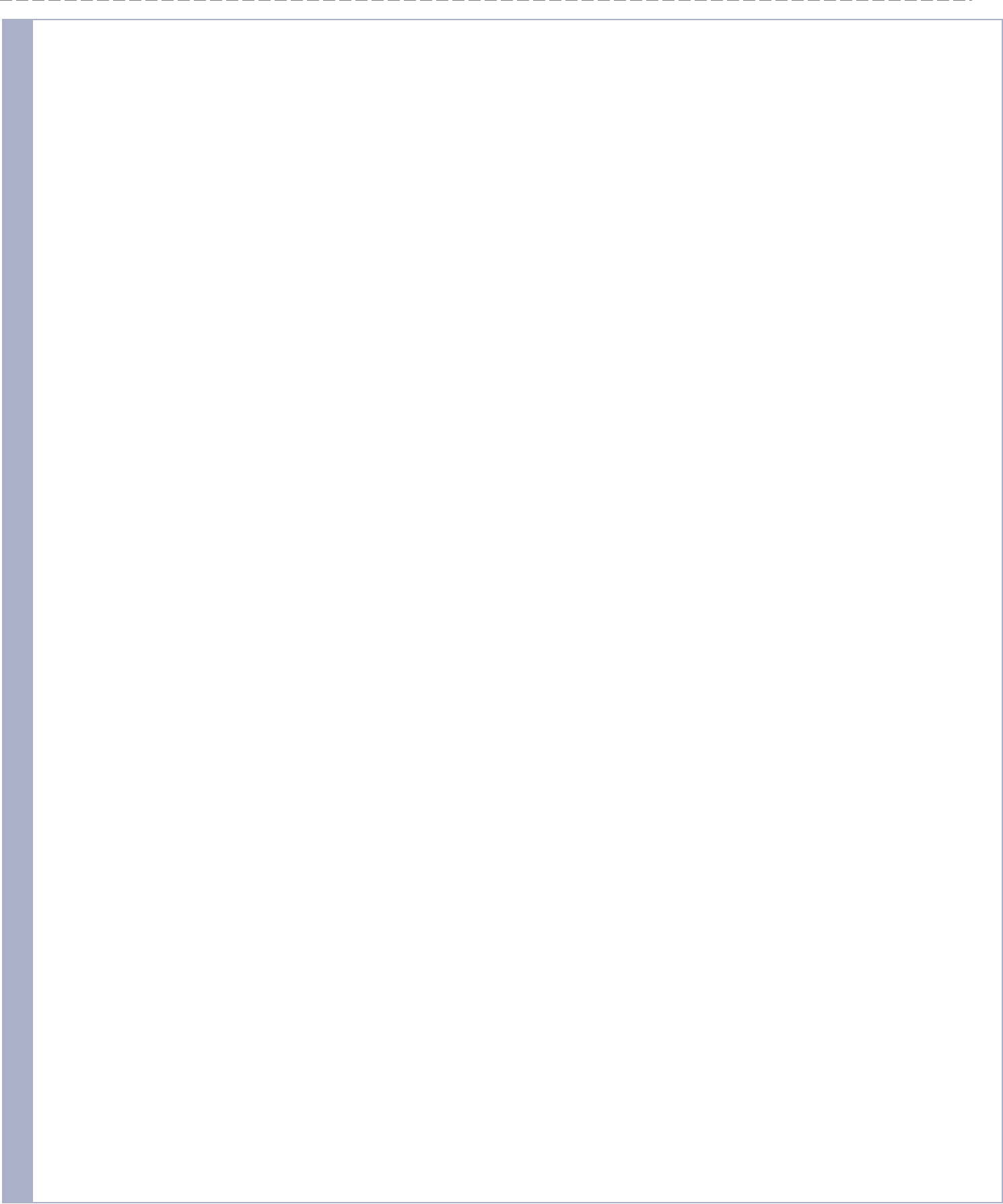
**Aptara Learning Private Limited**

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Answer questions about warranties or terms of sale.
* Suggest solutions when a product malfunctions.
* Work with customer service manager to ensure proper customer service is being delivered.

**XML Programmer (November 2015 – September 2019)**

* XML Programmer for IEEE project.
* XML Programmer for OILDEX project..

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* XML Programmer for AMAZON project.
* Creating XML program from PDF.

**Education**

**Bachelor of Science** (2010 - 2013)

* Completed bachelor of Science in Software Engineering from Malankara Catholic College, Kaliakavilai

**Higher Secondary** (2008 - 2010)

* Completed Science from Govt Higher Secondary School, Balaramapuram

**Board of 10th** (2007 - 2008)

* Completed Science from New Higher Secondary school, Nellimoodu.

**Achievements**

* Best team member in 2018.
* Best XML programmer in 2018.

**Technical Skills**

* MS Office. (Spread sheet, Excel, Word, PowerPoint)
* Operating System (Windows 8, Windows 10)
* Programming Language (C,C++)
* Web Technologies (HTML, XML)
* Software Skills (Epsilon 9)

**Personal Details**

 Date of Birth : 28/10/1991

 Nationality : Indian

* Languages known : English, Malayalam, Hindi.

 Religion : Muslim

 Hobbies : Travelling, Playing Football

Email : [mansoor-397002@gulfjobseeker.com](mailto:mansoor-397002@gulfjobseeker.com)

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

**Declaration**

I do hereby declare that the particulars of information and facts stated here in above are true, correct and complete to the best of my knowledge and belief.

Place : Dubai Mansoor

