

Dear Sir /Madam,

I would like to forward my resume for a suitable position in your establishment.

I am graduated in Arts having good knowledge of computer applications with Diploma in computer application certification and possess over 11 years UAE experience in Call Center.

I believe that my strong experience and education will make me a very competitive candidate for suitable position. The key strengths that I possess for success include:

- Ability to work under pressure.
- I strive for continued excellence
- I provide exceptional contributions to customer service for all customers

For your further reference, I attach herewith, my detailed curriculum Vitae.

I greatly appreciate you taking time to review my credentials and experience. I am confident that I could provide value to you as a member of your team.

I can be reached anytime via email at nizarudeenag@gmail.com or by cell phone on 050 1490825.

I would be grateful for an opportunity of an interview to furnish further information on my candidacy.

Sincerely,

Nizarudeen AG

Curriculum Vitae

Nizarudeen.A.G

Dubai ,U.A.E

Mobile No. 0501490825

E-mail : nizarudeenag@gmail.com



Career Objective

To work in a challenging environment, this utilizes my current professional skills and where I can continue personal development to the benefit of both parties. Additionally to attain a position that provides responsibility and management for work where I can actively work in an organization to ensure its development and potential are met.

Summary of Skills

- Ability to work under pressure.
- Develop and maintain team work..
- Strong customer service orientation
- Strong coordination and organization skills
- Ability to work in an increasingly competitive environment.
- Ability to work shifts
- Good command in Computer Operating System and supporting applications
- Trouble shooting skills
- Provide a high level of customer services to both internal and external clients

Work Experience

Call Center Agent in 050 Telecom Company, Dubai (January 2008 – 2013 (5 years))

- Delivered customer service to customers who called into the call center
- Built customer satisfaction and loyalty by providing best customer service.
- Provided timely and effective resolution to a range of customer queries related to the product/ service.
- Strive for one-call resolution of customer issues.
- Etisalat Sim Card Activation and give solutions.
- Updated daily activation report for office purposes.
- Preparing all daily reports in Excel and Word of the daily affairs involves in the office.

Call Center Advisor in Axiom telecom ,Dubai, From 2013 – till date (6 years)

Role is to create a superb online customer experience by assisting customers visiting online store with their product & service inquiries, order booking, service requests and complaints via phone

- Handle incoming calls in an effective and efficient manner
- follow up the scripts, policies, and procedure while handling customers
- Technical Ability to work on e-commerce system website and order management system
- Answer the calls regarding new mobile enquiries and provide related information
- Update mobile repair details to customers
- Register complaints through ax phone software and escalated higher authority
- Contact customers through telephone and update promotions and offers
- Du Online recharge Transfer to Shop recharge terminals)
- Trouble shooting skills
- Good command in Computer Operating System and supporting applications

Academic Qualifications

- BA from Kerala University, India
- Pre Degree from Kerala University ,India

Technical Qualifications

- Type Writing Higher from Board of Technical Examination , Kerala
- Diploma in Computer Applications (DCA) from Skill Point Trivandrum, Kerala

Computer Skills

- Office Package : MS Word, MS Excel, MS Power point, Microsoft Outlook Express.
- Image Editing Software : Adobe Photoshop, Corel Draw
- Software tools : Internet Explorer, Email,
- DTP Software : Adobe Page Maker

Languages

English, Hindi, Malayalam & Arabic (read and write)

Personal Data

Nationality : Indian

Marital Status is married.

Date of Birth is 31 May 1981.

Visa status : Employment (Ready for immediate cancellation)

Reference

Up on request