

Curriculum vitae



ARAFATH AHMED KHALIDI
SALES SUPERVISOR
Phone : +971569705876
Email id :luckyaak@gmail.com

Personal Details:

Name : Arafath Ahmed Khalidi
Father Name : Mansoor Ahmed
Date of Birth : 20 - 02 - 1981
Gender: Male
Marital Status : Married
Visit Visa Expiry : 05-06-2023
Nationality: Indian

Skills :

Hardware & Networking.
MS-Office.
Internet Knowledge Information.
Windows 10, 8, 7, X

STRENGTH:

1: Sincere, honest and dedicated
2: Strong of responsibilities.
3: Ability of work under pressure. .
4: Good coordination skill.

Languages Known

English, Hindi & Urdu

OBJECTIVE

To seek a challenging position in an organization where I can utilize my skills and abilities developed through my educational and technical knowledge which offers professional growth while being resourceful and innovative.

QUALIFICATION

- B.Com from Osmania University.
- Intermediate from Board of Intermediate Education.
- S.S.C from Board of Secondary Education.

Work Experience :

- Worked as Accounts Executive and Field Executive in **Vodafone Int** from June 2006 to May 2008.
- Worked as manager at Shahooth hypermarket in Oman since (2011-2012)
- Worked as Accounts Clerk with under writing experience at Construction. Dubai, U.A.E since July 2012 till Dec 2018.

Worked in Reliance Communication HYDERABAD Store: 2019- 2022.

- Ability to deal with external and internal customer support in a professional manner.
- Demonstrate products and services to customers
- Informing customers about specialized product functionalities and features.
- Analyzing customer feedback and advising management on areas of improvement.
- Responding to customer queries, complaints, and requests via phone, email, or chat.
- Assisting customers with product setup and resolving any technical issues they might experience.
- Following up with customers to ensure that reported technical difficulties have been resolved.
- Troubleshooting, analyzing, and reporting product errors, failures, or malfunctions to management.
- Keeping a detailed record of client data, including useful comments, as well as positive or negative feedback.
- Maintaining client accounts and updating billing information as needed.
- Handling Technical services issue on Blackberry, I phone, Samsung Tablets devices.
- Handling technical issue on USB terminal, handsets and trouble shoot on them
- Responsible for handling and solving customer support issues front-end resolution.

- Familiar with operating systems like Microsoft Outlook, Office and the Intranet.
- Provide support in troubleshooting and resolving customer issues and concerns
- Retain existing customers by providing promotional offer to the customer services
- Attend marketing and sales team meetings and training sessions.
- Identify as well as resolve all customer concerns
- Resolve the customer billing issues, solution given to customer.

DECLARATION

I hereby declare that the information given above is true up to the best of my knowledge and belief. If I am offered an opportunity to work, I will discharge the duties entrusted to me to the best of my capacity and to the entire satisfaction of my superiors.

Place: Dubai

ARAFATH AHMED