

ABDAD HUSSAIN

Customer Service Representative

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Deira, Dubai



ABOUT ME

With a year of experience in sales and two years in Customer Service Representative and administrative roles, I have transitioned smoothly into operations. My commitment to optimizing processes, strong analytical skills, and an MBA in Marketing and HR enhance operational efficiency and foster effective team collaboration.

WORK EXPERIENCE

Customer Service Representative Mar 2024-
Sharaf Electronics, Dubai

- Promote and sell tailored Etisalat plans to businesses, institutions, government entities, and Emirati customers.
- Provide detailed information on plan features, benefits, and pricing to potential clients.
- Identify opportunities for upselling and cross-selling to enhance revenue.
- Ensure exceptional customer service by promptly addressing and resolving concerns.
- Meet quality KPIs including response time, resolution time, and customer satisfaction scores.
- Handle TRA audits to ensure compliance with regulations.
- Contribute to internal mystery shopping initiatives to assess customer interaction quality.
- Maintain a positive and professional attitude toward customers.
- Build sustainable relationships and trust through open communication.
- Handle complaints effectively, providing timely solutions and alternatives.

Administrative Assistant Sep 2022- Oct 2023

NoBroker Technologies Solutions private limited (Packers & Movers) | Bangaluru

- Facilitated communication between colleagues and customers to ensure seamless operations.
- Organized schedules and coordinated events to optimize efficiency.



EDUCATION

Master Of Bussiness Administration
Gauhati University 2021

Bachelors of Science
Gauhati University 2018

SKILLS

- Communication Skills
- Customer Relationship Management
- Analytical Skills
- Problem-Solving Abilities
- Attention to Details
- Adaptability
- Technical Proficiency
- Team Collaboration
- Leadership and Initiative

DRIVING LICENCES

- UAE DRIVING LICENCE
- INDIAN DRIVING LICENCE

CERTIFICATES

- **ETISALAT E&**
ETISALAT RETAIL 3.5
- **ETISALAT E&**
ETISALAT RETAIL SALES 2024
- **TCS ION**
TCS CAREER EDGE 2020
- **GOOGLE**
FUNDAMENTALS OF DIGITAL
MARKETING 2019

PERSONAL INFORMATION

- DOB- 4th Oct 1996
- Gender- Male
- Marital Status- Single
- Nationality- Indian

LANGUAGES

- ENGLISH
- HINDI
- ASSAMESE
- BENGALI

- Handled bookkeeping responsibilities to track financial transactions.
- Managed data entry tasks to maintain accurate records.
- Maintained and organized office equipment to support daily operations.
- Deal with questions on the phone, by email and on social media.
- Greet visitors at reception.
- Draft letters, reports and other business documents.
- Update computer records.
- Order office supplies.
- Set up meetings and take notes during them.
- Make travel arrangements for staff.

Sales Executive

Oct 2021- Sep 2022

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- Identify and access potential customers to achieve the daily sales targets.
- Handling customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure the resolution
- Adherence to policies and procedures.
- Creating good customer relations and providing ultimate solutions to their queries.
- Managing and resolving payment issues via the CRM system.
- Make sales pitch to customers by understanding their needs
- Close a customer sale and achieve targets quarterly

TECHNICAL KNOWLEDGE

- Proficiency in Customer Relationship Management (CRM) software.
- Advanced knowledge of Microsoft Office Suite, including Word, Excel, and PowerPoint for sales presentations and reports.
- Familiarity with communication and collaboration platforms like Microsoft Teams for team coordination and client communication.
- Expertise in email management and scheduling tools such as Outlook or Gmail for efficient correspondence and follow-ups.
- Competency in using social media platforms for sales prospecting and lead generation