Musavvar Ali

Email: khan.musavvar@gmail.com,   **Mobile**: +971 554243194

Address:- Flat No. 113, Orville Real Estate Building, Burjuman, Dubai, U.A.E.

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OBJECTIVE

Customer Service Representative with experience in Customer services, including sales,
Tech support, customer dispute resolution and follow-up to ensure resolution. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the CSE role in your company.

SUMMARY

- Bachelor's Degree in Social Sciences from Aligarh Muslim University, Aligarh.
- Having 9+ years of experience in customer services and data analysis on MS Excel, SQL, Power BI.
- Excellent interpersonal, communication and analytical skills.

KEY SKILLS

- MS Office
- Excellent Communication Skills
- Problem Solving
- Writing Skills
- Problem solving skills. Customers don't always self-diagnose their issues correctly
- Patience. Patience is crucial for customer service professionals
- Persuasion skills
- Bilingual in English and Hindi

WORK EXPERIENCE

Pantaloons Fashion & Retail Limited   Feb,2022 – Oct, 2023

Customer Service Representative

- Memorized company products and services, including prices and special offers.
- Provided support for clients on a wide range of company products, and resolving their concerns.
- Remained courteous and calm, even during moments of customer satisfaction.
- Received source data such as customer names, addresses, phone numbers for feedback

AIS Business Solutions Private Limited

Oct, 2015 - Feb, 2022

Financial Analyst

- Advance MS Excel knowledge including IF, SUM, INDEX, MATCH, SUMIF, COUNTIF and VLOOKUP functions.
- Used MS Excel to organize team data and reports into detailed pivot tables.
- Built charts and graphs to make it easier for the team to understand the trends.
- Gained knowledge on filtering, sorting data and data validation after completion of Data Analytics course at AnalytixLabs, Gurgaon.

Cogent E-Services Private Limited

Jan, 2013 - July, 2015

Customer Support Associate

- Answering questions about a company's products or services and also ensuring maximum customer satisfaction towards company products and services.
- Quickly assessed customer needs and proactively provided business solutions to those needs.
- Provided superior customer service while handling inbound order placement calls and product inquiries.

PERSONAL DOSSIER

- Date of Birth: 19 April 1991
- Nationality: Indian
- Languages: English, Hindi, Urdu