**Raheel Hussain**

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**PROFESSIONAL SUMMARY**

I am a confident and ambitious person with practical hands-on customer service and management experience, furthermore I am Resourceful and proactive. I combine effective communication skills with detailed product knowledge to identify business opportunities and deliver a satisfactory outcome for both customer and company whilst working alone and as part of a larger team. I am currently looking for an opportunity to further my career within management, customer service and engineering services sector. I have also trained people on my team for special offers and given them tips and ideas of what to say and when to say it so they build there conversation rate up so again they hit their targets and KPIS. I am very self-motivated and work well using my own initiative. More over as I have been in customer service for a numerous amount of years I have gained a very high level of customer service skills and dealt with a wide range of scenarios. My vast amount of experience in a number of different roles have made me multi skilled and that is what makes me different from the rest. I am also a Meticulous Engineer successful at juggling multiple tasks and working under pressure, with Broad industry experience in projects.

**EXPERIENCE**

Advanced FTTP Engineer - Openreach

01/2019 - Current

My main duties here are to visit customer premises and business's and install phone lines and broadband, also to ensure any faults that are reported in the network are fixed to a high standard to get the customer in service With this role we have a company vehicle that we need to ensure all the relevant safety checks are carried out daily send be responsible for the general service of the vehicle Majority of the time I work by self and plan my own day and prioritise the jobs that's come on to my terminal. All in all although I am an engineer there is still a lot of customer service involved with the role due me being the face of Openreach to the end user, interacting with customers and general public is a day to day thing working with Openreach, Furthermore I also install the all new FTTP service for the customers so they can have faster services using skills I have and splice the fibres together. I also repair faults in the FTTP network using an OTDR, and light meter. I Conduct risk assessments to add control measures to help create healthier and safer environments. I kept project leaders regularly updated with progress, maintaining open, productive communication. Provided technical support to troubleshoot, repair and maintain operational efficiencies in hydraulic, mechanical and electrical systems. Managed maintenance data records and tracked maintenance and operating information for onsite reference. Debugged and troubleshot production tooling and equipment to quickly and efficiently resolve issues.

Customer Liason Manager - Audio Images

01/2014 - 01/2019

My man duties here involved taking phone calls and answering any queries that customers may have had with trackers and alarm systems. Also it was my dutie to ensure that all trackers that have been installed are commissioned and working correctly, further more my other duties included attending to customers that walked in to the show room and build trust and find out wat they are looking for then offer them the best solution and options. Processed cash and card payments during busy shopping periods limiting customer wait times. Addressed technical difficulties by quickly identifying and troubleshooting customer issues to achieve timely first-time resolution. Addressed customer service enquires quickly and accurately.Built rapport with customers through courteous and professional communications. Upheld privacy and security requirements established by national legislation. Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction. Assisted customers with important purchasing choices, identifying needs and employing product expertise to make appropriate suggestions. Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests. Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment. Input customer information, call notes and personal data onto internal database. Resolved customer queries over phone and by email. Handled confidential and sensitive data with discretion, reducing risk of fraud and theft. Trained and mentored customer service team in service standards, loyalty programs and sales techniques.

Vanquis Bank Customer Service Team Manager

01/2010 - 01/14

My main duties here were to analize team and individual statistics; prepare reports; devised and implemented incentive programs to improve metrics while maintaining Quality.Performed call monitoring and provided trending data to the site management team on a Day- to -Day bases.Provided performance coaching and implemented strategies for career development.Used quality monitoring data management system for compiling and tracking performances at team and individual levels (Call-Miner)Ensure that client and provider issues are dealt with in a timely manner.

Customer Service Advisor - Damart

01/2006 - 01/2010

My main duties here are to take calls from existing and new customers and help them with any queries they may have whether it be a payment on the account to their parcels not being received Also I have to take orders from customers and upsell items to them, all calls are to be dealt with using very high customer service call structure and first time call resolutions I have also taken up a lot of team leader duties and applied for the Duty manager role which I was successful in, When I was selected my main duties are to juggle between skill sets to achieve the desired service level And to make sure all the staff are adhering also I determine if it is cost effective to keep the staff on the phone , and if they are not needed I would make a decision to utilise staff to carry out other work i.e. Surveys or Data entry More over I coach staff and give them constructive feedback to help them carry out there job correctly and to a very high standards and so they can exceed there core KPI'S, Helped customers feel valued and appreciated by proactively going the extra mile to solve queries and complaints. Kept up to date in product changes, developments and issues resolved to efficiently answer customer queries. Assisted in the upselling of additional, upgrades or higher value products by communicating deals throughout conservations. Addressed and resolved customer complaints in a timely, efficient and helpful manner. Answered customer questions through a variety of different platforms such as live chat, phone, letter and email. Stayed knowledgeable in company best practices, procedures and customer service protocols by attending training. Conducted general administration such as issuing refunds, responding to enquiries and answering external calls. Made suggestions and recommendations to customers based on issue or complaint description. Maintained excellent customer satisfaction by resolving issues, product difficulties, complaints and questions efficiently and effectively.

Manager - McDonalds

01/2002 - 01/2006

At McDonalds my main duties when I started was a general assistant where my main duties where to serve customers face to face and do all the general food prep in the kitchen but I got very quickly recognised for my hard work and determination and got promoted to staff trainer then floor manager and then to shift runner Where I undertook an intense course for one week and was trained on numerous scenarios my duties here involved doing the stock take, making sure that all staff where utilised and used in their strongest position and to arrange any sort of training the staff member may need, Aswell as making sure the business runs smooth and maximise profitability. Maintained positive, professional working environment to optimise staff and customer satisfaction. Monitored staff performance, continually seeking ways to improve team delivery for optimised financial success. Used excellent problem-solving and issue-resolution strategies to rectify difficulties quickly and effectively. supervised and delegated tasks to employees to meet key productivity targets. Coached and mentored junior team members, regularly assessing knowledge and skills gaps and implementing corrective action. Managed team by offering support and constructive feedback to improve skills and maximise potential. Generated strategic weekly Key Performance Indicator (KPI) targets, motivating and incentivising staff to continually achieve and exceed expectation. Taught employees how to best serve customers and enforced standards to build brand loyalty. Evaluated market conditions and competitor actions to develop successful marketing strategies. Listened to team members' feedback and proactively addressed concerns Managed calendar to schedule employee shifts, maintaining organised operations and complete staff.

**EDUCATION**

 **1998 - Nabwood Grammar School**

12 GCSEs Including Maths and English

**2000 - Shipley College**

Gnvq Business - Pass

**2001 - Shipley College**

NVQ Level 2: NVQ2 IT - Pass

**CORE QUALIFICATIONS**

 I have a full UK driving Licence, and can speak different languages such as Urdu and Punjabi. I am Very proficient in using all programs i.e. Microsoft excel, Word, PowerPoint and Outlook for emails.

* Schematic reading
* Product design
* Quality Assurance (QA) controls
* Production understanding
* Fire safety advice
* Fire safety inspections
* Emergency call handling
* Emergency equipment maintenance
* Communication skills
* Problem-solving
* Risk management
* Hazard assessments
* Customer Service
* Management
* Experiance of assisting first time mothers on maternity leave
* Prepared to travel nationally with the family
* Confident and imaginative with constuctive play and age appropriate activities.
* A driver with full clean license

**CERTIFICATIONS**

* Telecoms Field Operative Level 2 (Distinction)
* Signing Lighting And Guarding (Pass)
* Functional Skills Maths Level 1 (Pass)
* Functional Skills English Level 2 (Pass)
* LA location And Avoidance Of Underground Apparatus (Pass)
* O2 Excavation In The Highway (Pass)
* O3 Reinstatement And Compaction Of Backfill Materials (Pass)
* O4 Reinstatement of Sub-base And Base In Non-bituminous Materials (Pass)
* Diploma In Management (Pass)

**REFERENCES**

Availble on request.