MOHAMMED ABDUL FAHEEM

Customer service & ADMINISTRATION

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📍 Hyderabad, India

EXPERIENCE

CUSTOMER SERVICE
AL NIBRAS AL FADHI GAR. TR LLC

07/2022 - 07/2024
Sharjah,Kalba UAE

- Responsibilities
- 1. Respond to customer inquiries via phone, email, chat, or social media

  2. Resolve customer complaints and issues promptly and professionally

  3. Provide product/service information, features, and benefits

  4. Process orders, returns, and exchanges

  5. Escalate complex issues to senior teams or management

  6. Maintain accurate customer records and database updates

  7. Offer personalized solutions and recommendations

  8. Conduct surveys and gather customer feedback

  9. Collaborate with internal teams (sales, marketing, product) for resolution

  10. Meet or exceed customer satisfaction and performance metrics

Administration
The engineer's consultancy

08/2016 - 01/2022
INDIA,Hyderabad

- Management of Office Equipment's
- Handling External and Internal Communication or Management System
- Organising, Arranging and Coordinating Meetings
- Sorting and Distributing incoming and Outgoing Post
- Word Processing and Dealing With Emails and Telephone Enquires
- Maintain Personal Files of Employee's
- Employee Relation
- Salary Processing
- Statutory Compliances
- Review of Weekly and Monthly Reports

EDUCATION

B.TECH
Royal Institute of Technology and Science

07/2009 - 12/2014
INDIA,Hyderabad

- Computer Science and Engineering
- .

Intermediate
Narayana junior college

08/2005 - 03/2008
INDIA,Hyderabad

- MPC
- .

SSC
Bright high school

06/1995 - 03/2004
INDIA, Hyderabad

SUMMARY

ADMINISTRATION & CUSTOMER SERVICE.Looking for a challenging career which demands the best of my professional ability in term of, technical and analytical skills, and helps me in broadening and enhancing my current skills and knowledge

LANGUAGES

English	Advanced	●●●●●
Hindi	Advanced	●●●●●
Urdu	Advanced	●●●●●
Telugu	Intermediate	●●●●●

SKILLS

Cold calling · Excel ·

Market Research · Ms word ·

Powerpoint · Word Processing ·

Adaptability · Ticketing system ·

Phone and Email Etiquette ·

Analytics