

MOHD ARIF



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DUBAI, UAE

Knowledgeable customer service management professional successful at improving team productivity, reducing escalated calls and increasing customer satisfaction scores. Precise data entry professional offering excellent levels of accuracy.

Expert in organising mass amounts of data and meeting tight project deadlines.

EXPERIENCE

09/2020 - 02/2023

Customer Service Associate, BOSCH (AUTHORISED SERVICE PARTER), GHAZIABAD, INDIA

- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Manage a team of 10 technician on field take daily report supervise their workflow.
- Resolved customer queries over phone and by email.
- Responded to customer emails, letters and phone calls within company's communication targets.
- Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment.
- Addressed customer service enquires quickly and accurately.
- Addressed technical difficulties by quickly identifying and troubleshooting customer issues to achieve timely first-time resolution.
- Trained and mentored customer service team in service standards, loyalty programs and sales techniques.

07/2015 - 05/2019

Digitization Vendor, RELIGARE BROKING LIIMTED, NOIDA, INDIA

- Working as vendor on Government based PAN INDIA level Data project as 3rd party vendor.
- Manage a team of 10 people with own systems setup.
- Identified errors in data entry and related issues, reporting to supervisors for resolution.
- Created and maintained spreadsheets using Excel.
- Organised files, faxed reports and scanned documents into document management system.
- Coordinated, scheduled and executed in-depth data entry projects.
- Applied data program techniques and procedures to optimise operations.
- Examined data to detect and rectify deficiencies or errors.
- Compared source documents to verify accuracy of data.
- Organised and updated document management systems to improve audit and reference processes.

SKILLS

- Phone system adept
- Back office operations
- Mail management
- Customer query management
- Administrative operations
- Inventory supplies

- 45-50 WPM typing speed
- Complaint handling
- Team management
- Microsoft Office
- Workforce mentoring
- Accounting skills
- File maintenance
- Labour relations
- Tech-savvy
- Bookkeeping
- Office equipment operations
- Employee training and development

EDUCATION

2019

Bachelor of Arts

IEC UNIVERSITY, HIMACHAL PRADESH

- [\[Degree\]](#) Graduate

CERTIFICATIONS

- Basic Hardware and Networking certified.
- Advance Excel certified.

LANGUAGES

Hindi: First Language

English:

B2

Upper Intermediate