

# MOHAMMED USAMA KHAN

## CUSTOMER SERVICES



### CONTACT

- +971 556837417
- musamak766@mail.com

### SKILLS

- Computer Literate.
- Knowledgeable in Microsoft Office.
- Excellent interpersonal and communication skills both verbal and written.
- Team player, alert, hardworking, Equipped, Focus, Optimistic and adapt quickly to challenges.
- Multi-task oriented.
- Ability to work under pressure.
- Excellent in communication skills.
- Perform task with satisfactory.

### PERSONAL DETAILS

- Father name : Shakeel Ahmed Khan
- Address: Ras Al Khaimah, UAE
- Date of Birth : 02nd March 2001
- Gender: Male
- Nationality: Indian
- Visa Status: Visit (valid till:20th April 2025)
- Languages: English, Hindi, Urdu , Arabic

### PROFILE

Highly motivated and customer-focused Customer Service Executive with over 2 years of experience in delivering exceptional service. Skilled in addressing customer inquiries, resolving issues promptly, and providing tailored solutions to ensure satisfaction. Strong communication, problem-solving, and multitasking abilities, with a proven track record of maintaining positive customer relationships. Committed to creating a seamless and efficient experience, contributing to business success and customer loyalty.

### JOB RESPONSIBILITIES

- 1.Responding to Customer Inquiries:** Handle incoming calls, emails, and messages to address customer questions, concerns, and requests.
- 2.Providing Product/Service Information:** Offer detailed information about the company's products or services to help customers make informed decisions.
- 3.Resolving Complaints:** Address customer complaints or issues, ensuring they are resolved in a timely and professional manner.
- 4.Processing Orders and Transactions:** Assist customers with placing orders, making payments, or processing refunds and exchanges.
- 5.Managing Customer Accounts:** Update and maintain accurate customer records, including contact information and service requests.
- 6.Tracking Orders and Deliveries:** Provide customers with status updates on their orders or service deliveries.
- 7.Escalating Complex Issues:** Refer unresolved issues or complex queries to higher-level support or management for further assistance.
- 8.Ensuring Customer Satisfaction:** Strive to achieve high levels of customer satisfaction by offering excellent service and personalized attention.
- 9.Documenting Interactions:** Keep records of all customer interactions, transactions, comments, and complaints in the company's CRM system.
- 10.Following Company Policies:** Adhere to company guidelines and policies while providing customer support.
- 11.Offering Feedback for Improvement:** Share customer feedback with relevant departments to help improve products, services, or processes.
- 12.Maintaining Knowledge of Products/Services:** Stay up-to-date on product updates, promotions, and policies to better serve customers.
- 13.Handling Returns and Exchanges:** Assist customers with the return or exchange of products in line with company policies.
- 14.Supporting Sales and Marketing:** Occasionally assist the sales or marketing team by providing product recommendations or participating in promotional campaigns.
- 15.Maintaining Professionalism:** Ensure all interactions are conducted with professionalism, courtesy, and respect toward customers.

### EDUCATION AND EXPERIENCE

-Graduated from  
University of Mumbai India in 2024

HSC from Telangana State Board Iof Intermediate India in 2020

**NIZAMI ENTERPRISES** 2022- 2024  
CUSTOMER SERVICE EXECUTIVE  
2 YEARS (part time)

**COLORFUL DECOR** 2024 - 2025  
BUSINESS DEVELOPMENT EXECUTIVE  
1 MONTHS