

MOHAMMED ABUTHARIF K M

CUSTOMER SERVICE REPRESENTATIVE || TECHNICAL SUPPORT ENGINEER

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Location : Doha, Qatar

Visa Status : Work Visa with NOC



PROFESSIONAL SUMMARY

Enthusiastic and dedicated Customer Service Representative with over 4 years of experience in fast-paced customer oriented environments. Proven track record of delivering exceptional service, resolving inquiries, and building positive relationships with customers. Skilled in effective communication, problem-solving, and adaptability. Proficient in various customer service software and CRM systems. Highly motivated and excellent Organizational and would like to seek a good position in a dynamic and challenging professional environment.

PROFESSIONAL EXPERIENCE

Company Name : **Zephyr Technologies & Solutions Pvt Ltd, Mangalore, Karnataka**

Designation : Customer Service Representative

Process : **EatEasy** - Order Food Online (E-commerce service in UAE)

Duration : 2020-2023

Job Responsibilities:

- Provide timely and effective customer support via phone, email, and chat.
- Address customer concerns professionally and courteously.
- Resolve technical issues by offering appropriate solutions.
- Document customer interactions with a focus on accuracy and completeness.
- Collaborate with other departments to resolve complex customer issues.
- Exceed customer satisfaction goals and metrics.
- Maintain a positive and proactive approach to resolving customer problems.
- Stay informed about company products, services, and policies for accurate customer assistance.
- Assigning riders for specific orders to deliver the food.
- Interacting with Restaurant staff regarding the order via chat and call.

Company Name : **Concentrix Services India Pvt Ltd, Bangalore, Karnataka**

Designation : Representative, Operations

Process : **iTunes**

Duration : 2018-2019

Job Responsibilities:

- Resolved technical issues and helped current and potential customers via chats and emails.
- Maintain the highest levels of technical product knowledge and expertise in the specified products.
- Identify the customer's technical proficiency and accordingly impart technical communication to solve customer's problems.
- Gain knowledge of new versions and products.
- Utilize exceptional interpersonal and communication abilities to adeptly address customer concerns, resulting in elevated levels of customer satisfaction (C-SAT).

TECHNICAL SKILLS

- Proficient in MS Office, Google Sheets and basic Document control.
- Digital Marketing and Customer Service.
- Data entry and Maintenance.
- Manual Testing (Functional, Integration, and System testing)
- SQL Database.
- CCNA Routing and Switching.
- Ability to install, configure Network and Software.

PERSONAL SKILLS

- Ability to communicate and interact with people efficiently.
- Exceptional verbal and written communication skills.
- Typing and designing skills.
- Capability to thrive in a fast-paced environment and manage multiple tasks efficiently.
- Possess strong sense of confidentiality, ability to meet tight deadlines
- Dedication and hard working individually and as well as in a team.
- Decision making and problem solving and quick learner.

EDUCATIONAL PROFILE

- ❖ BE in Electronics and Communication Engineering from VTU University, Karnataka (2013-18)
- ❖ Higher Secondary Education, D.E.M.H.S.S Kasaragod, Kerala (2011-13)
- ❖ Secondary School Education (SSLC) S.E.M.S Kerala State (2000-2011)

DECLARATION

I hereby declare that the Information above is true to the best of my knowledge and belief.

Mohammed Abutharif K M