



Mohammad Jamalurrahman

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● ABOUT ME

I'm able to handle multi tasks on a daily basis and looking for an opportunity where I can contribute my skills towards achieving the organization goals. I'm flexible in my working hours, being able to work evenings and weekends.

● WORK EXPERIENCE

14/11/2021 – 01/11/2022 Hyderabad, India

AR CALLER (INTERNATIONAL VOICE & NON-VOICE PROCESS) VISIONARY RCM INFOTECH INDIA PVT LTD

- Be part of a growing customer success team
- Be responsible for a portfolio of clients
- Set up and configure learning portals for your clients
- Build a good working relationship with client administrators
- Manage day-to-day requests such as adding users, assigning courses, and setting up email communications
- Provide support to client administrators and their users via email and telephone
- Train client administrators using screen share
- Suggest improvements to client administrators and obtain feedback on our performance
- Built customer rapport by providing friendly, genuine service, increasing customer retention.
- Engage customers to provide useful information and learn about their needs and future requirements.

20/03/2023 – 22/10/2023 Hyderabad, India

SENIOR PROCESS EXECUTIVE VOICE (INTERNATIONAL VOICE & NON-VOICE PROCESS)
COGNIZANT TECHNOLOGY SOLUTIONS INDIA PVT LTD

- Respond to International & Domestic customer inquiries and resolve their issues with the highest level of professionalism and efficiency.
- Collaborate with the team to provide the solutions to customer reports and replies, leveraging the tools to streamline the process. Use various tools to update and maintain the tracker, keeping an accurate record of customer interactions and issue resolution.
- Ensure timely completion of customer replies, addressing their queries and concerns with the support of these tools. Conduct in-depth online research when necessary to gather information and insights related to customer issues.
- Work on fresh reports, investigate and provide solutions based on the reported issues, making full use of the available resources. Demonstrate a proficiency in MS Excel for data analysis, day-to-day data management, and production reporting.
- Adhere to company policies and procedures to maintain a standard of global customer service.

● DIGITAL SKILLS

Customer Service Executive | Team-work oriented | Excel proficiency | Microsoft Word | Microsoft Office | Social Media | Operating Systems : macOS, Windows | Meeting & Event Planning

● EDUCATION AND TRAINING

2017 – 2021 Hyderabad, India

BACHELOR OF TECHNOLOGY IN MECHANICAL ENGINEERING JB Institute Of Engineering & Technology

2017 Mancherial, India

INTERMEDIATE EDUCATION Alphores Jr College

2015 Mancherial, India

HIGHER SECONDARY SCHOOL Carmel Convent High School

01/11/2023 – 17/04/2024 Hyderabad, India

HOTEL REVENUE MANAGEMENT AND CUSTOMER SERVICE EXCELLENCE Alison

● LANGUAGE AND ORGANISATIONAL SKILLS

Languages - English, Urdu, Hindi

Business Associate

Represented as Business Associate for the Ebiz.com Pvt Ltd (2017-2019) supporting students in all extra-curricular aspects as well as organizing student events

● SKILLS

Skills & Qualifications

- Clear and concise communication is essential for understanding customer issues and providing helpful solutions. Both verbal and written communication skills are crucial.
- The ability to understand and empathize with customers concerns is vital for providing satisfactory support experiences.
- Customer support executives need to be able to analyze issues and come up with effective solutions efficiently. This may involve troubleshooting technical problems or finding creative solutions to customer complaints.
- Dealing with frustrated or upset customers requires a high level of patience. Customer support executives should remain calm and composed, even in challenging situations.
- A deep understanding of the company's products or services is necessary to address customer inquiries accurately and efficiently. Continuous learning and training are often required to stay updated on product features and updates.
- Customer support executives often handle multiple inquiries simultaneously. Strong time management skills are essential for prioritizing tasks and ensuring that all customers receive timely assistance.
- Paying close attention to the details of customer inquiries is important for providing accurate solutions and preventing errors or misunderstandings.
- Maintaining a positive and friendly attitude can significantly enhance the customer experience, even in difficult situations.
- Collaboration with other team members, such as escalating complex issues or sharing knowledge, is often necessary in a customer support role. Being a team player helps ensure a smooth support process and fosters a positive work environment.

● DRIVING LICENCE

Driving Licence: A

Driving Licence: B

● HOBBIES AND INTERESTS

Reading Books | Travelling | Photography
