

MD ABDUL KAREEM

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Career objective: To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

EDUCATION:

Bachelor of Technology in Electronics and Communication Engineering/Passed in 2015
From Jawaharlal Nehru Technological University, Hyderabad, India

EXPERIENCE:

1. Company: Tech Mahindra Limited
Position: Senior Customer care executive
Duration: August 2021 to April 2023
Process: Telstra (Australian process)

Roles and responsibilities:

- We assist the customer's on different technologies of internet (Fiber, Copper, Co axial, Fixed wireless and cable internet) along with it's telephone or landline services.
- We also assist about the Mobile signal and its faults. We troubleshoot on different mobile versions of android and IOS for their better signal connectivity.
- We are responsible to help the customer to stay connected online with Internet services with alternatives during outage or any remediation work is going on from the Australian Govt. side.
- We communicate with a Govt. organization through email (Who provide's internet connection to all the citizens of Australia through Internet Service Providers) for a faster resolution.
- Identifying the customer's emergency situation (Especially for the pensioners and Sr. citizens) and fulfilling their requirements on call.
- We are responsible to give best resolution for the landline faults as their landline services are linked with their health emergency services.
- As being a Senior technical support at the level band of U2, we need to more focused on FCR to minimize the count of BOH (Back of House) escalation.
- Communicating with the technician's with the email and updating same through the notes for a record.

2. Company: Amazon Development Centre

Position: ML Data Associate and Customer service

Duration: July 2019 to July 2021

Process : Alexa Data Services (U.S process)

Roles and responsibilities:

- Working with audio files containing speeches of different accents of Americans and non native speakers.
- Transcription and Annotation of audio files
- Maintaining high standards for providing with quality data
- Maintaining high pace as per business requirement with good listening skills and able to grasp accents of different nationalities quickly.
- Offering different products to customers which are related to Alexa devices
- Making outbound calls and giving the information of Alexa devices and features to make sales.

3. Company: [24]7 Company

Position: Customer care executive

Duration: December 2015 to July 2019

Process: Kohl's (U.S process)

Roles and responsibilities:

- Worked for U.S shopping centre named Kohl's
- Helping customer's in the stuff they would like to buy.
- Helping customer's with there billing and offers on products.
- Dealing with the fragile products and returns.

Passport Details:

Passport Number	:	V9674192
Issue Date	:	06/04/2022
Expiry Date	:	05/04/2032
Place of Issue	:	Hyderabad
Nationality	:	Indian
Date of Birth	:	06/09/1993

Declaration:

I do hear by declare that all information is true, correct to the best of my knowledge and belief. You may consider my resume favorable and call me for interview with delegate and allow me to prove my worth capabilities. I shall be grateful to you all the time.

Date: 12/09/2023

Place: Abu Dhabi