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Dubai UAE

EDUCATION

Diploma, MS-CIT
MKCL, Aurangabad
Maharashtra, India
June 2013

High school or equivalent,
HSC
**MAHARASHTRA STATE
BOARD EDUCATION**,
Aurangabad Maharashtra,
India
March 2012

High school or equivalent,
SSC
**MAHARASHTRA STATE
BOARD EDUCATION**,
Aurangabad Maharashtra,
India
March 2010

SOFTWARE PROFICIENCY

- Microsoft Office
- Excel
- PowerPoint
- Adobe Photoshop
- Adobe Illustrator

MOHD SARWAR

PROFESSIONAL SUMMARY

Managing and maintaining the computer systems and equipment used within an organization. Ensure that systems run smoothly, and resolve any issues that may arise during operations. Handling data process task and making sure everything is functioning properly also involved in troubleshooting and responding to system issues that can arise unexpectedly.

WORK HISTORY

January 2015 - Current

Global Service Centre - Aurangabad Maharashtra

KEY RESPONSIBILITIES AND ACHIEVEMENTS INCLUDE :

- Proven experience in back ends computer support or similar technical role, Expertise in Microsoft Office.
- Strong attention to detail with excellent data entry skills.
- Banking Services. POS Machine Services Cash handling and Cash deposit on daily basis.
- Built strong relationships with financial institutions to streamline the account opening process for both individuals and businesses, improving accessibility to banking services
- Printing Machine Operator. Managed the printing department, securing print contracts from schools for a variety of needs, including exam papers, certificates, and administrative materials
- Delivered high-quality printed products on time, consistently meeting deadlines and building a reputation for reliability with educational institutions
- Operated a money transfer section, providing secure and efficient international and domestic remittance services for individuals and businesses
- Ensured timely and safe transfers, managing complex cross-border transactions and offering clients a reliable solution for their financial needs

April 2013 - May 2015

Flipkart BPO - Customer Support Executive, Aurangabad
Maharashtra

- As a Customer Support Executive at Flipkart BPO, I was responsible for managing inbound customer inquiries and resolving a wide range of issues to ensure customer satisfaction. Key responsibilities and achievements include:
- Inbound Customer Support: Managed a high volume of inbound calls, addressing customer queries related to product orders, delivery issues, returns, refunds, and technical problems

SKILLS

- Goal setting
- Team leadership
- Contract negotiation
- Customer focus
- Business development

LANGUAGES

English C1



Advanced

Hindi C1



Advanced

Urdu



Bilingual or Proficient (C2)

PERSONAL INFORMATION

- Date of Birth: 10/04/94
- Nationality: India
- Visa Status : Transferable
- Passport Number : R7594837

- Product Knowledge & Troubleshooting: Delivered expert advice on product specifications, usage, and troubleshooting, enhancing the customer's understanding of Flipkart's offerings
- Escalation Handling: Efficiently handled complex or escalated customer issues, ensuring that difficult cases were resolved to the customer's satisfaction while adhering to company policies
- Through this role, I developed strong communication, problem-solving, and conflict resolution skills, which allowed me to enhance the customer experience and contribute to Flipkart's reputation for excellent customer service

February 2012 - April 2013

BALBHARTI (GOVERNMENT OFFICE) - CLERK, Aurangabad, Maharashtra

- Supported administrative staff with timely completion of daily tasks, ensuring smooth office operations.
- Maintained filing system and organized customer documents for easy retrieval of information.
- Utilized strong multitasking skills to manage multiple priorities and tasks, ensuring timely completion of each assignment.
- Reduced errors in data entry by carefully inputting information into computer systems with attention to detail.