

SHAIK ILIAZ HUSSAIN

Mail: iliazshaik09@gmail.com

Mobile : [+971544274038](tel:+971544274038)



Professional Summary

7 Years of Experienced and reliable customer service representative and Cashier with extensive experience providing assistance in a busy call centre setting. Strong dedication to helping customers resolves issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

Educational Qualifications

Master of Business Administration (Human Resources & Marketing) M s Ramaiah Business School, Bangalore	2015 - 2017 75.48%
Bachelor of Business Management Nalanda Degree College, Vijayawada	2012 - 2015 61.1%
Multimedia Specialization (2010-12) Pixelloid Studios, Hyderabad	89.9%
Intermediate (MPC) Sri Chaitanya Junior College, Vijayawada	2008 – 2010 74.7%
SSC Bhashyam High School, Vijayawada	2008 78%

Industry Experience

Intern at Meghalaya Industrial Development Corporation **May 17 - Jun 17**

Outlining the economic profile of various districts and areas in the immediate vicinity of each industrial node. Identifying key factors that would influence investment in the industrial nodes including advantages and disadvantages of proposed sites as well as competing sites.

Technical Skills

- Proficient with Microsoft Office and using internet for research & official communication
- Operating Systems: Windows XP, 7, 8, 10
- POS System Expert

Work Experience

Job Designation: **Customer Service Manager (AM ENTERPRISE Pvt Ltd)**
Manager
September 2017 to August 2023

Roles & Responsibilities:

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Communicating with customers through different channels.
- Managing a team of junior customer service representatives.
- Handling Customer Complaints & Resolving issues as soon as possible.
- Responding to customer complaints and concerns in a professional manner.
- Creating business strategies to attract new customers, expand store traffic, and enhance profitability.
- Preparing detailed reports on buying trends, customer requirements, and profits.
- Developing and arranging promotional material and in-store displays.
- Monitoring inventory levels and ordering new items.
- Manage communication and answer emails, handled customer and employer information confidentially.
- Communicate with customers to help them find specific products throughout the store.
- Scan Groceries and handling cash exchanges.
- Pack Groceries into bags and boxes safe transport.
- Learn about new products and describing them to customers.
- Create a positive environment for customers, other professionals and myself.
- Received packages and store them safely in a correct areas.
- Filled shelves with product labels facing outwards for easy identification

Job Designation: **Customer Care Executive**
Aegis Bpo Services Ltd, Vijayawada (Andhra Pradesh) March 2011 to February 2012

Duties

- Handled Customer interactions
- Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications
- Followed up ensuring relevant actions were taken on clients complaints
- Resolves issues from customer reviews and took appropriate actions accordingly
- Identified and evaluated opportunities improving the process and customer experience
- Handled escalated and upset calls, maintained and updated the outbound call reports

Achievements

- Organized and Participated in seminars and workshops at PG level
- Ranked # 1 in customer support amongst all 7 customer service assistants
 - Attained Employee of the Year Award 2 times in two years
 - Resolved customers' complaints while identifying problems and taking appropriate corrective action
 - Managed workflow notifications under SAP system

Personal Traits

- Quick learner
- Willing to update my knowledge and learn new skills to perform efficiently
- Good team player with interpersonal and communication skills
- Strong motivational and leadership skills

Personal Details

Date of Birth:	23th Jan 1992
Visa Status :	Visit Visa
Nationality:	Indian
Languages Known:	English, Urdu, Hindi, Telugu & Arabic
Mobile:	+971544274038
Email :	iliazshaik09@gmail.com