



SAFFIULLAH SHARIF

2 years in Back Office Agent

Profile

Driven and adaptable graduate holding a Bachelor's degree in Mechanical Engineering. With excellent interpersonal skills and a genuine enthusiasm for the industry, I am excited to launch my career and make a meaningful contribution to an innovative organization.

Work Experience

2023-
Present

DU Telecommunication

Admin - Back Office

In my active role within the telecommunications industry, I engage in a variety of processes such as **COBO** Activity, **FNE**, **TT**, **DSP**, **LCM** (B2B) and **pendency**, with a significant emphasis on managing **Mails**. I also supervise tasks related to **FMS** and **FNP** (Business Essential Light), perform essential document verifications, establish customer accounts, generate work orders, and coordinate installations for Home Wireless services. Furthermore, I resolve issues by submitting **Trouble Tickets** concerning home wireless services.

License

Light Vehicle Permit


Expertise

Client Support

Client Consultation

Customer Satisfaction

SOLUTION FINDING

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Dubai-500001

Education

Bachelor of Engineering - Mech

Government College of Engineering -
Srirangam

2017 - 2021

HSLC

Sri Ramakrishna Matric HR Sec School

2016 -2017

Skills

Microsoft Office

Python

Auto CAD

MEP

Language

English Hindi

Tamil Urdu Malayalam