



SUMIR AHMED

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PERSONAL INFORMATION

Address: 217, Binghati Platinum.
Silicon Oasis, Dubai.

Nationality: Indian.

Marital Status: Married.

DOB: 12th Feb 1990.

LANGUAGES KNOWN

- English
- Hindi

PROFILE SUMMARY

MBA Marketing Graduate with 7 years professional experience in customer service, business counselor. A dedicated worker aiming to help in achieving company goals and ability to take on more responsibilities as quickly as possible.

Ability to work independently with high motivation toward new knowledge and a good team worker with evidence by my excellent during my internship and at the university.

CAREER HISTORY & HIGHLIGHTS

SERCO GROUP PLC

Aug 2023 to Ongoing

Customer Service Agent (Abu Dhabi Airport)

Roles & Responsibilities:

- **Customer Assistance:**
 - Took proactive measures to assist passengers during check-in and emigration processes, ensuring a smooth and efficient experience.
 - Addressed queries related to travel documents and provided clear and concise information, contributing to passenger satisfaction.
- **Queue Management:**
 - Effectively managed queues to streamline passenger flow, minimizing wait times and enhancing overall efficiency.
 - Implemented strategies to handle peak travel periods, maintaining order and prioritizing customer service.
- **Passenger Support:**
 - Assisted passengers with diverse needs and requirements, demonstrating a strong commitment to customer service excellence.
 - Responded promptly to inquiries, resolving issues, and ensuring a positive and stress-free travel experience.

BADA BUSINESS.COM

2023

Apr 2019 to May

Business Counselor

Roles & Responsibilities:

- Handled a team of 10 executives to support them in the process handling.
- Take Care CMS Department (Complaint Management System).
- CMS Department team development and management.
- Takes care of customer queries of official Email.
- Understanding customer requirements and formulating plans.
- Data Analysis and presenting findings.

MERTNATION (ED-TECH).

Apr 2019

Nov 2018 to

Educational Counselor

Roles & Responsibilities:

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- Handled calls related to direct sale.
- Lead Generation and meeting with potential Client's.

- Generate Business for the company through direct sales process.
- Follow up with potential leads, converting deals and close sales.

STATE BANK OF INDIA 2018

May 2017 to Mar

Customer Care Executive – Credit Card Department

Roles & Responsibilities:

- Taking care inbound calls related to credit card statement inquiry and share new Offers.
- Do Up-sale and cross sale credit card.
- Provide details of customer credit statements on mail.

EBAY INDIA 2016

Dec 2014 to Jun

Customer Care Executive – E Commerce.

Roles & Responsibilities:

- Handling the customer inbound calls and helping provide with requested information about the product also process for replacement and refunds.
- Resolve the customer query related to the listed product on online website.
- Coordinate through communication channel between customer and the seller to make clarity on listed Item on company Website.

KINGDOM OF DREAMS 2013

Jan 2013 to Aug

Guest Service Executive.

Roles & Responsibilities:

- Responsible for front office department.
- Cash handling and journal entries.
- Booking, Reservation of ticket and resolving related query.

EDUCATIONAL BACKGROUND

- MBA In Marketing from Vidyapeeth J.R.N University Rajasthan in 2019. (India)
- Bachelor of Arts (B.A From Delhi University of Open School of Learning) in 2014. (India)
- Diploma In Aviation & Hospitality Management. (India)

RELEVANT SKILLS

- Excellent in Microsoft Office Program:
- MS Word: Excellent skills in editing typing and maintaining documents.
- PowerPoint presentations: Excellent presentation skills.



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DECLARATION

I hereby declare that all
the above information is
true to the best of my
knowledge.

Date: / / 2023.
Place: Silicon Oasis, Dubai.



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