

Mir Yameen Ali
Mob: +966572405506/+19108889556
Email: yameen4588@gmail.com
Hyderabad, India.

Summary:

A highly resourceful, flexible, innovative, and enthusiastic individual who possesses a considerable amount of knowledge regarding administrative and office procedures. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of administrative activities. Well organized and an excellent team player with a proven ability to work proactively in a complex and busy office environment, now looking for a career advancement opportunity with a company that will allow him to develop his skills & potential.

Employment History

VFS GLOBAL
Customer Service Officer
AL KHOBAR, KSA
NOVEMBER 2019 – PRESENT



- Visa and immigration related work involved.
- Handling client's immigration data and records.
- Coordinating with management team to fulfill embassy Requirements related to clients visa application.
- Submission of clients visa applications to the embassy.
- Facilitation of visa related issues and enquiries to the embassy.
- Capturing biometrics of clients and submitting it to the embassy.
- Selling of Tourism related tickets and travel cards.
- Reception management and handling of Passports.
- Dispatching passports to the embassies through courier.
- Use of Microsoft Dynamics CRM.
- Resolve customer complaints via phone, email.
- Make recommendations to management to improve customer experience.
- Answer customer inquiries via phone, email, and in-person

COGNIZANT TECHNOLOGY SOLUTIONS

Digital operations

India Hyderabad

MAY 2018 - OCTOBER 2019

- Manage the daily performance of Paid Search and Social programs through campaign.
- Provide optimization and yield management through various reporting tools.
- Provide proof of implementation to Account Management team.
- Troubleshoot technical operations of ad delivery; work with web development team to resolve issues.
- Generate performance reports and create campaign summaries.
- Monitor and optimize ad performance, and make customer recommendations.
- Work with the sales team to create advertiser solutions that maximize results.
- Identify process inefficiencies and ways to improve operations workflow.

❖ Awards:

SPOT LIGHT award for the employee of the year in COGNIZANT TECHNOLOGIES SOLUTIONS.

ICICI BANK

Customer Service Officer & Phone Banking Officer

India Hyderabad

MAY 2017 – APRIL 2018

- Investigated customer queries.
- Investigated and resolved queries relating to non-payment of invoices and escalated risk issues.
- Maintained accurate and up-to-date customer details and account records.
- Provide supporting documents and queries to key account credit controllers.
- Updating and maintaining customer records.
- Send copy invoices and statements to customers as requested.
- Assist in new account application by obtaining satisfactory credit references. Gather all data for new accounts for manager approval other administrative duties as required.
- Handle inbound calls for Credit Cards/Banking and render accurate customer service to ICICI bank Customers.
- Rendering services to ICICI customers and ensuring satisfactory resolution to all the queries of the customers are provided.
- Cross-selling/up selling on set products (assets and liabilities products). Ensuring process efficiency by achieving set targets of call quality.
- Escalating/highlighting customer problem incidences.
- Adherence to service and sales compliance.
- Delivering service with requisite courtesy and accuracy. Nil Defects (100% adherences to product and process). Ensuring Nil Customer complaints.

Education:

- Bachelors in Commerce from Osmania University, Hyderabad India.
- Intermediate by State Government Telangana India.
- Secondary School Certificate by Board of Secondary Education Telangana.

Computer Skills:

- MSOffice.2010.
- Advance in Excel & word.

Training Undergone:

- Diploma in Accountancy from MJPIE Academy Hyderabad India
- Trained in Tally & Peachtree Software with VAT Activity

DECLARATION:

I hereby declare that all the information stated above are true and complete to the best of my knowledge and belief. In the event of any information being found false or incorrect, my application / appointment may be cancelled.