



AHAMED RASIM

PROFILE

Intended to build a career with leading environment and development with commitment & dedication to explore myself and utilize and develop my skills with adaptive knowledge, positive approach and ever learning attitude.

EXPERIENCE

2022 Apr - Jun 2022

Idemia Middle East -FZE, Jebal Al Dubai, UAE.

DATA ADMIN

- Download and generation of customer input files.
- Generation of work orders in accordance with customer SLA.
- Checking of customer return files.
- Processing of customer pull-out requests.
- Monitoring & escalation of customer input file receipt including rejected data.
- Monitor data records in accordance with payment card industry (PCI) regulations.
- Printing bank data card carrier (Mashreq, Adcb, Emirates nbd, Boubyan, Qnb, Nbf).
- Generate airway bill data process.

2021 Oct - Mar 2022

Unilabs Middle East-Expo2020 - Dubai, UAE.

DATA PROCESSOR/CUSTOMER SUPPORT

- Daily Planning & Coordinating with Shift Manager for operations of screening of over 10,000 visitors per day.
- Shift closing procedure & handing over to the next shift.
- preparing and submit daily report stating total screening, amount received and amount to be charged to EXPO2020 against subsidies and other charge.
- Generating and issuing daily shifting Invoice to EXPO2020 along with all supporting records & document.
- Cash closing - cash count, recording as per denomination through online transmittal & cash handling over.
- Encoding, recording, processing Data of client for PCR sample collection.
- Handling payment form client as per the various categories.
- Addressing customer needs, issues and resolving them in a timely and efficient manner.
- Proudly serving as front line worker in highly challenging times of Covid-19 catastrophe.

2019 Sep - Nov 2020

Teleperformance - Chennai, INDIA.

CUSTOMER SERVICE REPRESENTATIVE (CALL CENTER)

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Adhering to all company policies and procedures.

CONTACT



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EDUCATION

2017-2019

MCOM

University of Madras - Chennai, India

2014-2017

BCOM

University of Madras - Chennai, India

TECHNICAL SKILLS

Ms Excel

SAP

Common Perso System

Siglo

Customer Relationship Management

Data Entry

File Management(Confidential)

SKILLS

Assist customer handling the inquiries.
Maintaining Data Filling systems & reports.
Customer Satisfaction.
Customer Follow up.
Team work.
Detail oriented.
presentation & professional Skills.
Typing skills.

LANGUAGES

English - Fluent (Level 4)

Tamil - Fluent (Level 5)

Hindi - Intermediate (Level 2)

Malayalam - Intermediate (Level 3)

PERSONAL INFORMATION

Date of Birth	14/05/1997
Nationality	Indian
Gender	Male
Marital Status	Single
Passport No	R1929557
Visa Status	UAE cancellation Visa

PERSONAL STRENGTH

Communication - Interpersonal skills - verbal, problem solving and listening skills in any role.

Services - Having others focused approach skills include patience, attentiveness and a positive language.

Organizations - Helping others organizing to list, prioritizing tasks by the deadline for improving time-management.

DECLARATION

I hereby declare that the above mentioned details are true to the best of my knowledge

Sincerely

Ahamed Rasim.