Abdul Rahman

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Adaptable and motivated professional with strong expertise in strategic planning, project execution, and stakeholder engagement. Equipped with exceptional problem-solving, communication, and leadership skills, seeking to contribute to a forward-thinking organization's success. Committed to driving operational excellence, fostering collaborative environments, and delivering sustainable results aligned with business objectives.

Work Experience

Customer Service Representative (Sales Advisor)
247.ai (Best Buy US Client) | Hyderabad | [OCT/2024 – JAN/2025]

Delivered 95% customer satisfaction across 50+ daily interactions by resolving product inquiries, technical issues, and complaints for US-based clients, demonstrating empathy, patience, and conflict-resolution skills.

Exceeded monthly sales targets by 15% through strategic upselling and cross-selling, contributing to team revenue growth and showcasing persuasive communication.

Trained 5+ new hires on CRM tools, service protocols, and de-escalation techniques, improving team efficiency by 20%.

Streamlined complaint resolution processes by collaborating with cross-functional teams, reducing average handling time by 10% while maintaining service quality.

Maintained meticulous records of customer interactions and feedback, ensuring compliance with company protocols and data accuracy.

Skills

Customer service • Teamwork • Team player • Excellent time management skills • Attention to detail • Communication • Adaptable.

Education

Bachelor of Engineering (Mechanical)
Shadan College of Engineering & Technology | 2020–2024

Relevant coursework: Material Safety, Technical Documentation, Systems Analysis.

Projects

Impact Analysis of Motorcycle Helmets | Pro/Engineer, COSMOS | Oct 2020 – Jan 2021

Conducted safety-focused simulations to evaluate helmet durability under high-impact collisions (50–80 km/h), analyzing stress distribution and material resilience (ABS, PVC, composites).

Relevance to Aviation: Developed a strong understanding of safety protocols and material integrity, aligning with cabin crew responsibilities to ensure passenger safety during emergencies (e.g., turbulence, evacuations).

Transferable Skills: Attention to detail in compliance testing, adaptability to diverse scenarios, and analytical problem-solving under pressure.

HVAC System Design for Commercial Buildings | AutoCAD, Load Calculations | 2024

Designed an energy-efficient climate-control system for a multi-story building, optimizing airflow and temperature regulation based on occupancy and structural design.

Relevance to Aviation: HVAC systems are critical for maintaining cabin air quality, pressurization, and passenger comfort during flights. This project showcases the ability to troubleshoot technical systems—valuable for ground staff managing aircraft maintenance or pre-flight checks.

Transferable Skills: Collaboration with cross-functional teams, adherence to industry standards, and balancing efficiency with passenger well-being.

Activities

• Reading Books • Listening music • Late night walks • Travel.

Certifications

IBM Skill Build Appreciation Certificate | 2022

Career Ninja Project Management Certification | 2024