

CURRICULUM VITAE

Name : **Mohammed Rehan Munaf Master**

Address : **B/307, AL-FALAH Residency II,
B/H Asmi High School, Near Taslim society,
Vatva, Ahmedabad- 382440.**

Date of Birth : **18-06-2004**

Religion : **Islam**

Nationality : **Indian**

State of Domicile : **Gujarat**

Marital Status : **Single**

E-mail ID : **rehanmunaf1806@gmail.com**

Place of Birth : **Ahmedabad**

Languages Known : **Hindi, English and Gujarati**

Educational – Qualifications:

No.	Name of Degree.	Year of Completion.	Subjects.	University/Inst- itute.
1	H.S.C	2021	Commerce	Gujarat Board.
2	BBA	2021 - Pres ent	HRM,Finance	Gujarat University
3	English Proficiency Test[IELTS][7 bands]	2021		IDP

Work Experience :

1. Justdial Ltd - Information Retrieval Officer

Jan 23 – March 23

- Led public information and outreach campaigns to connect with specific groups.
- Maintained record of authorized information taken from charts.
- Handled incoming calls and directed callers to appropriate department or employee.
- Answered questions and fulfilled requests with friendly and knowledgeable service.
- Released information to persons or agencies according to regulations.
- Transmitted information or documents to customers through email, mailings or facsimile machine.
- Located and retrieved files, assisting public with general information.

2. Gujarat Pradesh Congress Committee – Customer Service Executive &

July 22- December 22

Assembly Incharge

- Consulted with customers regarding needs and addressed concerns.
- Contacted supervisor immediately when issues required escalation to avoid lost revenue.
- Evaluated trends in customer service issues to analyze complaints and identify opportunities for improvement.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Answered questions from customers by phone and email, offering company details and policy information as requested.
- Updated account information after customer calls and noted client concerns and issues.
- Handled customer billing errors by researching issues in system and asking detailed questions.

SKILLS :

- Verbal Communication
- Written Communication
- Team Work
- Time Management
- Self Motivated
- MS Office

Extra-curricular Activities : Social Welfare Activities

Contact No. : Cell Phone:- +917990243122

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Summary : **Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.**