Faruk Muhammed.

Mobile No -: 81607 12238 Email: yes2faruk@gmail.com

Summary

Experienced Customer Service Sales Associate who regularly had the highest customer service rating for any company I worked for. Adept at listening to customers negotiating agreements and developing satisfied repeat customers.

Profile

* Highly organized and efficient. Able to handle multiple tasks.
* VLOOK-UP, SHRINKAGE AND ATTRITION.
* 45 wpm Type speed.
* LANGUAGE KNOWN: **ENGLISH, ARABIC, HINDI, GUJARATI, RAJSTHANI.**

Education

GUJARAT UNIVERSITY(B.COM):2006

GANDHINAGAR,GUJARAT,INDIA.

Computer Skills

M.S. EXCEL,OFFICE,POWER POINT, VLOOKUP, Pivot Tables,Shrinkage Report, Attrition Repot.

Professional Experience

**AL KHOORY HOTELS , DUBAI , UNITED ARAB EMIRATES- 2021 -2023.**

**SENIOR GUEST SERVICE AGENT/ SR.FRONT OFFICE AGENT.**

* I was handling team of total six colleagues.
* My main tasks were Greeting guests on arrival, Undertaking front desk service duties, Administering check-in and check-outs, Assigning rooms and issuing keys, Processing guest payments and managing bills ,Coordinating with porters, concierge, kitchen staff and housekeeping.
* Acting as a central source of information for guests during their stay.
* Resolving problems and dealing with conflict or tension with disappointed guests.
* Coordinating third-party services such as tour guides, taxis, airport transfers and rental cars.
* Look into other ad-hoc duties when colleagues need my help

**ADVANTMED LLC , GANDHINAGAR INDIA. 2019-2021.**

CUSTOMER SERVICE AGENT ( Act. Senior Customer Service Agent).

* I was senior customer service agent in Inbound &amp; Outbound.
* I supported company’s customer service activities by directing and overseeing team members, resolving customer’s questions or complaints.
* My main tasks were to answer inbound and outbound calls, handle escalation calls from other agents and to handle disputed calls.
* I was working closely with the team, motivating and coaching them.
* I was hosting 1-2-1’s and team meetings.
* I was reporting to the Customer Service Manager.
* I was taking QA sessions with team members.

**American Assistance (Sayesha Enterprises Pvt. Ltd) (Sep-2018- March-2019) -Ahmedabad.**

* Working for U.S. Government’s free Lifeline Project.
* Handling 300 Calls Everyday.
* Answering Customers inbound calls related Top-up, Account Related Information, Network related Complaints.
* Helping Customers to re-certify their Lifeline Free phone service.
* Start and Stop customer’s service.

**Galaxy Solutions Inc. Client Service Associate. (May- 2017- Aug-2018)**

Assisted private banking clients with telephone and email transactions and inquiries including transfers, ATM card support, loan servicing, Credit Card sell, and general bank account servicing

* Served as first point-of-contact.
* Ensured continuous client satisfaction and retention by providing highest level of customer service.
* Met all goals for client referrals and Credit Card Sales.
* Successfully built and maintained client relationships with timely follow-ups and turnaround times.
* Making sure telephone calls were answered by the Third ring and requests were completed with 24 hours.
* Regularly met or exceeded stated sales goals for our team as well as met all customer satisfaction requirements.
* Assisted in creating promoting and executing a wide variety of promotional sales and marketing plans.

**LE MERIDIAN TOWER -MAKKAH, SAUDI ARABIA.**

Guest Service Associate. (March-2013- March- 2017).

SKILLS : OPERA, STARGUEST ,CRM, Email-Merger, Vlook Up, Pivot Tables, Salary Slip

Organize, confirm and process guest check-ins/ check-outs and adapt for any changes.

* Secure payment, verifying and adjusting billing as needed.
* Provide guests with room and hotel information, directions, amenities and local interests.
* Run daily reports, reviewing to see what needs to be communicated to the next shift’s staff.
* Accept and record wake-up calls, delivering to the right department.
* I won best employee award in the year of 2014.

**AMERICAN CONSULTANCY, AHEMADABAD**

**SALES TEAM LEADER. (Jan- 2011 to Feb-2013)**

* I was handling sales of student visas, work visas, visitor visas, and P.R. visas.
* Sold airline tickets, Tour passes, supervising internal ticketing operations.
* I always took visit to sub agents and Franchises three times in week.
* I personally met with every sale’s executive to solve their problem and to give suggestions for best sales results.

**VODAFONE ESSAR PVT LTD, AHEMADABAD, (Jun-2009- Dec-2010).**

**CUSTOMER SERVICE ASSOCIATE, (Multy Agent)**

* I attended calls of English, Hindi, and Gujarati speaking customers.
* I handled customers’ calls related start or stop services.
* I took customers Requests and complaints regarding Vas services, Network, stolen card, lost card, broken card, pin number etc.