

Syed Mohammed Ali

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Location: Hyderabad, Telangana



- **Objective:** To work in an organization where professionalism enthusiasm are the criteria's to continuously acquire skills to emerging trends and to achieve a Specialist status in the organization. To seek overall Productivity of the Work Force, widen the Spectrum of knowledge, with utmost Sincerity and Determination that helps develop the Work Environment and Profitability of the Company.

- **Profile:** Dedicated associate with comprehensive, experience in **Sales (retail division)** and as a **Telecaller** in (**Semi-voice**) process and provide to execute given tasks within agreed timelines.

- **Professional careers:**

Designation: Customer Care Executive (Connect Business Solutions Limited-CBSL) [2021-2022]

- ❖ ***Roles and Responsibilities:***

- ✓ Worked on **semi voice** platform to assist the customer.
- ✓ Solve real time query based on customer's VOC.
- ✓ Live order tracking and try to smoothen order flow and to be deliver on time at customer's doorstep.
- ✓ Work on post delivery issues and complaints and forward to safety queue if required.
- ✓ Try to emphasize the customer for any complaint on order and collect feedback as well.
- ✓ Informing the customer about recent updates and offers.
- ✓ Try to deliver the best service and satisfy the customer in providing complete information.
- ✓ Solving general queries.

Designation: Warehouse Operator (Al Futtaim Automotive) [2018-2020]

- ❖ ***Roles and Responsibilities:***

- ✓ Pulls warehouse items from the shelves based on number, size, color, quality and quality as per order requirements.
- ✓ Assisting in annual stock take as per SOP within KPI timelines.
- ✓ Packs warehouse orders as necessary.
- ✓ Works on inventory and complete audits on the given timeline.

Designation: Sales Associate Cum Customer Service Representative (Good Earth PVT LTD) [2016-2017]

❖ ***Roles and responsibilities:***

- ✓ Greeting customers in a friendly and positive manner.
- ✓ Assist the customer in finding product. Service involved keeping track of customers under privilege program, knowing potential customers and their needs.
- ✓ Focuses on improving efficiency of sales and securing loyal, repeat customers.
- ✓ Assisting in store visual merchandising activates to M team.

➤ **IT Skills:**

- ✓ **Typing speed: 30-35 WPM**
- ✓ Microsoft Office
- ✓ Microsoft Word
- ✓ Microsoft Excel
- ✓ Microsoft Operating system

➤ **Professional Qualities:**

- ✓ Hard work in any situation.
- ✓ working with colleagues in understanding and polite manner.
- ✓ Can handle any difficult situation.
- ✓ Ability to work under any situation.
- ✓ Young and Motivated mind can accept any given challenge.

➤ **Educational Summary:**

- ✓ Diploma in Supply Chain Management – 2021 from TWG International (Techno World Group) ISO 9001:2008 certified.
- ✓ Intermediate(CEC) – 2016 from IZM Junior College 2016, Hyderabad, India.
- ✓ Secondary School Certificate – 2014 from IZM Boys High School, Hyderabad, India.

➤ **Personal Information:**

- ✓ Date of Birth: September 17th 1997
- ✓ Marital Status: Single
- ✓ Citizen: India
- ✓ Passport No: (R5922165)

Declaration:

I would like to assure you that I am confident in my ability to work as a Team Member.

I hereby declare that the information furnished above is true to the best of my knowledge.

Syed Mohammed Ali.