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**Qualifications Summary**

Highly personable Customer Service Professional with over eight years of experience in account management, claims and sales processing, and call-center operations within the Cable, Phone, Grocery Products, Gas and Wireless industries.

♦ Talent for identifying customer needs and presenting appropriate company product and

service offerings.

♦ Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to

increased repeat and referral business.

♦ Track record of assisting in the design and implementation of reporting procedures that

reduce labor costs and improve customer-satisfaction ratings.

♦ Expertise in resolving escalated customer service issues.

♦ Secured numerous company achievement awards for delivery of exceptional customer

service.

♦ Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel,

Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®).

**Professional Experience**

**Total Merchant Services(Affiliated with HSBC Bank) - Oklahoma City, OK (U.S.A) Jan 2010 – Jan 2013**

**Director of Customer Relations**

*Serve as Manager and Sales Representative for almost 3 years fulfilling all the business needs*

Recruited to provide top-notch service to outbound customers. Processed Credit/Debit Card terminal and check verifier to new or existing corporate or non corporate business Owners/Managers, Answered questions, responded to concerns, and alleviated delicate situations with professionalism and sensitivity. Assisted Training Manager in creating and updating training materials. Prepared weekly Production reports for Managing Directors.

• Setup Goals for increasing sales in introducing new products to customers and also providing best customer service.

• Increased Productivity by assisting with development and implementation of product- awareness program.

• Received and sent Email updates to the employees of the new changes in New Equipments and New Qualified Discount Rates.

• Received outstanding positive comments from team members on employee reviews, as well as exceptional feedback from senior management.

• Received Awards for being the best Sales Representative for the month of May 2010.

T&H Discount shop - Oklahoma City, OK (U.S.A) Jan 2009 – Dec 2009

**Store Manager & Cashier**

*Serve as Manager and Cashier for Discount Store for almost a year fulfilling all the business needs.*

Managing the store, Counting Inventory, Updating all the products information in the data, increasing profit by increased quantity selling, Filling all the receipts, Timecards, daily invoices, Printing daily reports.

· Enhanced performance and attendance through daily mentoring.

· Received numerous accolades from owner for consistently providing excellent service and tactfully resolving sensitive issues.

The New AT&T- Oklahoma City, OK (U.S.A) Feb 2006 to Dec 2008

**National Business Order (NBO) Representative, Escalations Expertise & Now ANS (Advanced Network Services) Representative**

Serve as NBO Representative & ANS Representative for Wireless Company for a year fulfilling all the business needs Promoted to Escalations team of 15 employees in daily call center operations. Collaborate with Escalation Manager to create strategic plans to enhance Business satisfaction. Provide employees with tools to maintain and increase service in Escalations teams. Also worked as Dispatcher in Escalation department distributing orders. Work closely with other departments to improve quality, clarify information, and distribute approvals. Gather, analyze, and report daily/weekly/monthly orders and service statistics

• Instrumental in improving Business satisfaction ratings through suggestion, development, and implementation of new reporting procedures.

• Increased Productivity by assisting with development and implementation of product- awareness program.

• Received and sent Email updates to the employees of the new changes in Wireless Service and Equipment Operations.

• Received outstanding positive comments from team members on employee reviews, as well as exceptional feedback from senior management.

• Received Awards for being the best NBO Representative from senior management.

*Racetrack Gas Station - Dallas Texas (U.S.A) Jan 2005 - Dec 2005 Customer Care Lead & Manager Serve as Customer Care Lead for busy gas station for a year fulfilling all the customer needs*

Managing the store, Counting Inventory, Updating all the products information in the data, increasing profit by increased quantity selling, Filling all the receipts, Timecards, daily invoices, Printing daily reports.

• Enhanced employee performance and attendance through daily mentoring, one-on-one discussions and motivational strategies.

• Participated in updating daily price of Gas and entered daily reports and maintained large number of daily customer satisfaction.

• Played key role in reducing labor costs by recommending staff scheduling changes.

• Received numerous accolades from senior management for consistently providing excellent service and tactfully resolving sensitive issues.

APAC Customer Service - Oklahoma City, OK (U.S.A) Jan 2004 - Dec 2004

*Customer Service Representative As Customer Service Specialist, provided the best customer service for both inbound and outbound calls.*

Recruited to provide top-notch service to both inbound and outbound customers. Processed Resident and Long-distance telephone service orders, answered questions, responded to concerns, and alleviated delicate situations with professionalism and sensitivity. Assisted Training Manager in creating and updating training materials. Prepared weekly reports for Customer Care Supervisor.

• Selected to coach and mentor new customer service representatives for opening of new call center.

• Achieved perfect score on all phone monitors throughout tenure.

• Received Customer Service Award for outstanding track record of positive customer feedback.

• Setup Goals for increasing sales in introducing new products to customers and troubleshooting when needed.

Convergys - Moore, OK (U.S.A) Jan 2003 - Dec 2003

*Customer Service Specialist As Customer Service Specialist, provided the best customer service for both inbound and outbound calls.*

Investigated and resolved customer concerns in collaboration with respective agency and other departments. Prepared written responses to Department of Processing and reissuing orders. Provided measurement on volume and trends to determine department needs and improve customer satisfaction and retention.

• Participated in creating new accounts and attended meetings in improving software.

• Dramatically enhanced customer-satisfaction ratings by expediting all claims and ensuring a high degree of accuracy.

Education and Training Bachelors of Computer Science in management from 2001-2005• Southwestern Oklahoma University, Oklahoma, USA

**Strength**

Punctual, Self Motivated, Self Starter, Fast Learner, Self Confidence, Dependable, Hard Working, Dynamic & Energetic.