

MOHAMMED HUSSAIN J

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Pollachi.



Professional Summary

I have finished my graduation in B.COM (Information Technology). I am 3 years of experience in BPO transcription services related for client support, database administration, and technical support. Proven track record in delivering timely solutions to customers, managing technical. Strong background in data management, client customer support service, and process documentation with expertise in various technical tools and platforms.

Professional Experience

RND SOFTECH PVT LTD | (2022 – 2025)

Data Administration (Transcription Department):

- Monitored database activities and performance to ensure data integrity and operational reliability.
- Generated weekly production update reports for management meetings and prepared monthly payroll reports.
- Maintained data integrity through daily Excel and spreadsheet data entry and validation.
- Manage project assignments and workflow distribution through proprietary transcription management system.
- Generate comprehensive monthly reports on department productivity, accuracy rates, and client satisfaction.
- Monitored project timelines and provided regular status updates to client.
- Tracked customer feedback and provided actionable insights to management.
- Maintained organized filing systems for transcribed documents.
- Organizing, cataloging, and distributing audio/video files to transcriptionists.
- Secure file transfer, encryption, and confidential document handling.

Client Support Representative:

- Provide real time chat support to 50+ daily clients regarding transcription services and project status
- Provided prompt and accurate responses to client inquiries and support requests via email, skype.
- Addressed client inquiries, resolved complaints, and assisted with process related technical issue
- Provided comprehensive technical support to clients via email, chat, and screensharing sessions
- Handled client inquiries, troubleshooting technical issues, and delivered timely solutions with 95% customer satisfaction.
- Resolved complaints efficiently while maintaining strong customer relationships and service quality
- Tracked customer feedback and implemented improvements based on client requirements
- Explaining transcription options, turnaround times, and pricing structures
- Assisting clients with file uploads, format issues, and platform navigation

Education:

Course/Degree	School/University	Percentage	Year
B. Com (IT)	Pollachi College of Arts and Science	79%	2021
Hr. Sec	Rukmaniammal Higher Secondary School	92%	2018
SSLC	Rukmaniammal Higher Secondary School	87%	2016

Soft Skills:

- Process Documentation
- Client Relationship Management
- Reporting and Analytic
- Adaptability
- Ticketing Systems & Documentation
- Database Management & Data Integrity

Additional skills with tools:

- MS Excel, MS Word, MS Power Point, MS Outlook
- HTML, CSS, Core Java
- UI/UX Design Figma, Adobe XD, Sketch, Canva
- Adobe illustrator, Adobe Photoshop, Adobe InDesign, Adobe Premier Pro, Adobe After Affects
- Typing Skills

Interests:

- Design & Creativity
- Content Writing
- Cycling and Sports
- Skill Development

Activities:

- Volunteer work related to my field.
- Teamwork
- Research some other development related topics
- Online course for skill develops.

Hobbies:

- Travelling
- Stickering and Crafts
- Reading for specific genres

Additional Information:

- UI/UX Design Completed basic tutorials and practice projects in Figma, Adobe XD, and Sketch to understand wireframing, prototyping, and user interface design principles
- Developed basic proficiency in Adobe Creative Suite (Illustrator, Photoshop, InDesign, After Effects, Premiere Pro) through project-based learning.
- Currently, I have learning the SQL, PYTHON, POWERBI, TABLEAU and Problem-solving skills for Data Analyst.