

# Faisal Mohammad Afzal

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## Overview

Dedicated and reliable Customer Service Rep with background in and strong knowledge of secretarial and administrative principles. Capable of providing direct and indirect assistance to multiple executives and supervisors. Exceptional communication, time management, and organizational skills. Experience scheduling both personal and professional events and coordinating with other departments within the organization.

## Experience

### Customer Service Representative

*Viva Bahrain ~ 2017 to 2018*

Here is an overview of my experience and daily tasks performed for this company.

- ✦ Actively focus on selling, up grading and promoting VIVA products & services. Provides professional services and solutions to meet customer needs.
- ✦ Schedule and input customer order requests.
- ✦ Responsible for accurate data input using prescribed applications
- ✦ Resolves billing inquiries and service discrepancies.
- ✦ Processes customer payments for equipment and services in accordance with existing Rogers policy, which may include credit or debit card, PAC/EFTS methods.
- ✦ Make every effort to retain customers who express their wish to cancel their subscription or reduce their level of service.
- ✦ I am proactive, sincere and empathetic when responding to customers' questions or issues.
- ✦ Provide customer education when purchasing/renting equipment.
- ✦ Assist with other departmental requests as required and performs special projects as assigned.

### Sales Representative

*Lulu Hypermarket ~ 2013*

Here is an overview of my experience and daily tasks performed for this company.

- ✦ Present, promote and sell products/services using solid arguments to existing and prospective customers
- ✦ Establish, develop and maintain positive business and customer relationships
- ✦ Expedite the resolution of customer problems and complaints to maximize satisfaction
- ✦ Achieve agreed upon sales targets and outcomes within schedule
- ✦ Coordinate sales effort with team members and other departments

### Customer Service Representative

*Lost Paradise ~ 2011 Jan – 2012 Sept*

Here is an overview of my experience and daily tasks performed for this company.

- ✦ Life guard
- ✦ Handling the safety of the customer
- ✦ Identify and assess customers' needs to achieve satisfaction
- ✦ Build sustainable relationships and trust with customer accounts through open and interactive communication
- ✦ Provide accurate, valid and complete information by using the right methods/tools
- ✦ Meet personal/customer service team sales targets and call handling quotas
- ✦ Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- ✦ Keep records of customer interactions, process customer accounts and file documents
- ✦ Follow communication procedures, guidelines and policies
- ✦ Take the extra mile to engage customers

## **Sales Executive**

*Medpoint Advertisement & Events Company ~ 2014*

Here is an overview of my experience and daily tasks performed for this company.

- ⊕ Manage large amounts of incoming calls
- ⊕ Managed relationships with multiple businesses
- ⊕ Generate sales leads
- ⊕ Worked with creative department internally on behalf of the client, to ensure the best ad possible.
- ⊕ Collected payment in a timely manner to meet deadlines.
- ⊕ Print, online, and social media advertising.

## **Qualifications**

### **BSc Business Informatics**

*AMA International University ~ In Progress*

### **High School Diploma**

*Sanabil Private School ~ 2013*

### **Computer Applications Certificate**

*Global Institute, Bahrain*

## **Skills & Strengths**

- ⊕ Well versed with Arabic , English & Urdu.
- ⊕ Excellent communication skills
- ⊕ Exceptional ability while working under pressure
- ⊕ Adaptability
- ⊕ Creativity
- ⊕ Selling Skills
- ⊕ Customer Service Skills

## **Interests**

Fitness Training , Active on Social Media & Fishing

## **Personal Info**

Date of Birth	:	28.9.1993
Nationality	:	Bahraini
Marital Status	:	Single
Driving License	:	Valid Bahrain Driving License

**References available upon request.**