MUNEER AHMED

Customer Support Representative

437-818-7795
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@LinkedIn
Windsor, Ontario, CA

Professional Summary

Dedicated and customer-focused professional with a proven track record of providing exceptional service and resolving inquiries promptly. Seeking to leverage strong interpersonal and problem-solving skills as a Customer Service Representative at Sutherland's Windsor office.

Experience

Data/Reporting Analyst
London, UK

AJE Infrastructure Ltd   Feb 2022 – Sept 2023

- Demonstrated exceptional customer service skills by engaging with customers via phone, email, and chat.
- Resolved customer inquiries efficiently by assessing problems, asking relevant questions, and building trust.
- Maintained high levels of customer satisfaction through timely and effective issue resolution.
- Collaborated with team members to ensure seamless customer experiences and achieve service goals.
- Provided timely and accurate responses to customer/client inquiries and concerns via multiple communication channels.
- Built strong rapport with customers by actively listening to their needs and addressing their concerns.
- Collaborated with cross-functional teams to escalate complex issues and ensure timely resolution.
- Consistently met or exceeded performance metrics, including response times and customer satisfaction scores.

Customer Service Analyst   Hyderabad, IN

Automatic Data Processing (ADP)   May 2017– December 2021

- Worked as a client service analyst answering customer's queries about their 401K plans.
- Diagnosed various kinds of technical issues the customers may be experiencing with their online accounts.
- Cultivated strong relationships with clients, understanding their needs and delivering unique solutions to meet their objectives.
- Demonstrated effective communication and negotiation skills to business expansion.
- Utilized Salesforce and other tools to manage leads, track sales activities, and generate insights for strategic decision-making.
- Collaborated with cross-functional teams to optimize sales processes and enhance customer experience.

Skills

- Solid understanding of BPO voice and back-office performance metrics, with expertise in process adherence and quality assurance standards.
- Strong interpersonal and communication skills.
- Excellent problem-solving abilities.
- Ability to work effectively in a fast-paced environment.
- Proficiency in Microsoft Office Suite and CRM applications.
- Commitment to achieving goals and building relationships through open communication.
- Exceptional interpersonal and motivational skills, fostering teamwork and collaboration across diverse teams.

Academic Qualification

- B.Com – 2008, Osmania University – IN