

# SYED RAHIMUDDIN

#25 4<sup>TH</sup> main 1<sup>ST</sup> cross RMV 2nd stage Bhoopsandra main road -560094 Bengaluru Karnataka

Phone – 7892648051/8197323440

Email : [syedrahimuddin02121998@gmail.com](mailto:syedrahimuddin02121998@gmail.com)

## Career Objective :

Seeking a Challenging position involving in Company for development and implementation of projects in an environment where I can grow along with the organization with great responsibilities.

## EXPERIENCE

NOVEMBER -2017 – AUGUST 2018

### CUSTOMER SERVICE REPRESENTATIVE - G7CR TECHNOLOGIES PRIVATE LIMITED

PROCESS – SWIGGY (FOOD DELIVERY APP)

- Assisted customers , Delivery partners ,Restuarent partner with food selection, inquiries and order customization requests.
- Managed approximately 120 outbound calls & some emails for the customers and Restuarent partner support
- Recommended products and services aligned with customers' needs and preferences.
- Answered average of 120 calls per day, addressing customer inquiries, solving problems and providing best services
- Communicated with partner regarding back order availability, future inventory and special orders.
- Assisted customers by listening and finding solutions to problems and by making recommendations based on extensive product knowledge.

AUGUST -2018 - CURRENTLY WORKING

### SUBJECT MATTER EXPERT, G7CR TECHNOLOGIES PRIVATE LIMITED

- SWIGGY PROCESS
- Handle the floor in absence of Team leader
- MS Office - weekly roaster, monthly attendance, Data analysis,
- Conducted briefing session , Refresher Training & Extra activities
- Consistently met deadlines and requirements for all production work orders.
- Delivering the complete Brand knowledge to the customer care executives , brand updates, Following the right TAT & SOP's
- Should follow All the metrics

**APRIL-2017 TO NOVEMBER- 2017**

**DATA ENTRY OPERATOR , AROMA TECHNOLOGIES**

- Entered numerical data into databases in a timely and accurate manner.
- Added new material to file records and created new records.
- Located and corrected data entry errors and reported to management.
- Communicated with domestic and overseas offices to arrange B2B shipments.
- Managed large data projects, including scheduling, data entry, and checking for accuracy.
- Identified data entry errors and reported to necessary departments.
- Extracting the data from other sources

## **EDUCATION**

**APRIL - 2015**

**SSLC , ADITHYA ENGLISH SCHOOL**

GPA: 83.3%

**MARCH - 2017**

**PRE-UNIVERSITY , VIDYAVAHINI FIRST COLLEGE**

GPA:65.5%

GRADUATION : PURSUING

BANGLORE UNIVERSITY <sup>1</sup>

BACHELOR OF COMMERCE

GPA: 60 % OF 1 year

## **SKILLS**

- Creative problem solver
- Sales
- Order fulfillment
- Customer service
- Product knowledge
- Quick learner
- Administrative support
- Complaint resolution
- Data entry
- Exceptional communication skills
- Quality assurance and control
- MS Windows proficient

## **PROFESSIONAL SUMMARY**

Attentive Customer Service Representative with 1 years achieving customer service satisfaction and customer retention goals. Independent and quick thinking team player seeking a role offering increased responsibility.

## **PERSONAL DETAILS**

DATE OF BIRTH : 02-12-1998

MARITAL STATUS : SINGLE

KNOWN LANGUAGES : ENGLISH ,HINDI,KANNADA

HOBBIES : SWIMMING,SURFING THE INTERNET, BROWSING

## **DECLARATION**

**I HERE BY DECLARE THAT ALL THE ABOVE MENTION INFORMATION GIVEN BY ME IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF**

**DATE :**

**ADDRESS :**