

Farman Ali

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afarman275@gmail.com

WORK EXPERIENCE

Operations Specialist (Jan 2024 - Current) Innovations UAE

- Managed daily banking operations, ensuring compliance with regulatory requirements and internal policies.
- Coordinated with cross-functional teams to streamline processes and enhance service delivery.
- Analyzed transaction data to identify trends, improve efficiency, and reduce operational risk.
- Assisted in the implementation of new banking technologies and systems, providing training and support to staff.
- Monitored performance metrics and prepared reports for senior management to inform decision-making.

Customer Service Specialist (April'22 – Sept'23) RealMe Mobile Pvt Ltd.

- As a dedicated Customer Service Specialist at Realme Electronics, I focus on delivering exceptional service to ensure customers have a seamless experience with our products and brand.
- With a strong passion for technology and a commitment to customer satisfaction, I resolve inquiries, troubleshoot issues, and provide tailored solutions to meet individual customer needs.
- Leveraging excellent communication skills and in-depth product knowledge, I build positive relationships with clients, transforming challenges into opportunities for improvement.
- Whether addressing product inquiries, offering technical support, or providing post-purchase assistance, my goal is to consistently exceed customer expectations and contribute to Realme's ongoing success.

Customer Service Representative (April'20 – March'22) Samsung Mobile Pvt Ltd.

- Committed to delivering exceptional customer experiences by offering expert support and tailored solutions for Samsung's diverse product and service offerings.
- Skilled in addressing customer inquiries, resolving issues efficiently, and ensuring satisfaction while maintaining Samsung's reputation for innovation and quality.

SUMMARY

A highly motivated and customer-focused professional with extensive experience in providing exceptional service across various industries. Skilled in handling customer inquiries, resolving issues efficiently, and delivering tailored solutions to ensure satisfaction. Strong communicator with the ability to build positive relationships, manage conflicts, and maintain a high standard of service. Proficient in troubleshooting, product knowledge, and maintaining detailed records. Committed to exceeding customer expectations and contributing to the overall success of the organization through collaboration, problem-solving, and continuous improvement.

KEY SKILLS

Communication Skill.

Negotiation & Problem-Solving.

Long-Term Relationship Building.

Complaint Handling.

Issue Resolution Management.

Microsoft Excel, Word, Outlook, Teams & KPI.

Academic History

Bachelors of Arts

- Assist with product-related queries and troubleshoot technical issues, while keeping up-to-date with Samsung's product lines, including smartphones and electronics.
- Handle customer concerns with empathy and professionalism, ensuring timely resolutions. Collaborate with internal teams to improve service delivery and customer satisfaction.
- Consistently meet performance metrics, including response times, customer satisfaction scores, and retention rates.

MAHATAMA JYOTIBAPHULE
ROHAILKHAND UNIVERSITY -
Bareilly.

D.O.B: - 18th July 1997

Language Known:-

English
Hindi
Urdu