

SADDAM HUSSAIN

CUSTOMER SUPPORT

📍 9/3 DR,H.K CHATTER JEE STREET BELURMATH HOWRAH-711202 ✉ sh7467492@gmail.com

☎ 7003326330 📅 09/09/1993 🇮🇳 INDIAN 🔄 UNMARRIED

Profile

‘Seeking a customer service representative position where I can use my experience and communication skills to handle customer complaints and queries and deepen the relationship with customers.’

Education

| | |
|----------------|---|
| KOLKATA, INDIA | MADHYMIK PARIKSHA <i>W.B.B.S.E</i> |
| KOLKATA, INDIA | HIGHER SECONDARY <i>W.B.B.C.H.S.E</i> |
| KOLKATA, INDIA | BACHELOR OF ARTS <i>CALCUTTA UNIVERSITY</i> |

Professional Experience

| | |
|-------------------------------------|---|
| 08/2022 – 10/2022 KOLKATA, INDIA | INTERNSHIP PROGRAM <i>ONPROCESS</i> BREEZELINE CUSTOMER SUPPORT <ul style="list-style-type: none">• BREEZELINE IS BASICALLY INTERNET,TV AND VOICE PROVIDER IN USA• OUR'S WORK WAS TO RETEN THE CUSTOMER• IF THE CUSTOMER CALLED US REGARDING THE BILL HIKE , WE TRIED TO MAKE THEM CALM• EDUCATE THEM REGARDING THE OFFER GIVEN BY BREEZELINE• PROVIDE HELP TO CUSTOMER AND OUR'S IMPORTANT GOAL WAS TO RETAIN THE CUSTOME• TRIED TO MAKE CALM IRRITATED CUSTOMER |
| 08/2020 – 07/2022 HOWRAH, India | PRIVATE FACULTY <i>PRAGATI INSTITUTE</i> <ul style="list-style-type: none">• TEACHING STUDENT FROM HUMANITIES BACKGROUND• MAKING NOTES FOR STUDENT• MAKING QUESTION PAPER FOR STUDENT• DOING COUNCELLING TO GET ADMISSION IN THE INSTITUTE• INTERACTING WITH PARENTS AND TAKING REVIEW ABOUT THE STUDENT'S STUDY |

07/2019 – 07/2020
HOWRAH, India

TEAM MEMBER

SPENCER'S RETAIL INDUSTRY

- HANDLE THE CUSTOMER IN THE STORE
- TRIED TO FULL FILL THE TARGET GIVEN BY TEAM LEADER
- MAKE STRATEGY TO GENERAT REVENUE
- DO ADVISTRMENT FOR NEW OFFER OR IN A FESTIVE SEASON
- DISPLAY PRODUCTS IN AN ATTRACTIVE WAY
- USED TO CALL CUSTOMER AND PITCH REGARDING THE OFFER AND HOME DELIVERY
- SEND TEXT MESSAGE ON CUSTOMER'S PHONE NUMBER AND SOMETIMES USED TO TAKE ORDER FOR HOME DELIVERY

Skills

Communication, Interpersonal Skills , Problem Solving



Patience, Time Management , Empathy
,Adaptability , Teamwork , Multitasking ,
Cooperation ,Listening

Languages

- ENGLISH,
- HINDI
- BENGALI

Interests

- READING BOOKS ,
INTERACTING WITH PEOPLE,
LISTENING MUSIC , WRITING,
TEACHING

Courses

DIPLOMA IN COMPUTER APPLICATION

E-MAX COUNCIL FOR EDUCATIONAL TRAINING AND EDUCATION

Declaration

"I hereby declare that the details and information given above are complete and true to the best of my knowledge"