



Amanullah Riyas

Customer Service Representative

CONTACT

☎ 0552285293

📍 Dubai, United Arab Emirates

✉ amanullahdk@icloud.com

EDUCATION

Customer Service Management

NIBM University

2021 – 2022

LANGUAGES

✓ English : Native

✓ Sinhala : Native

✓ Tamil : Native

PROFESSIONAL SUMMARY

Friendly customer service representative committed to providing high-quality service and developing customer relationships. Offering excellent interpersonal skills and knowledge of conflict resolution to lead a team of other customer service representatives. Skilled at using consumer feedback to improve customer service processes.

WORK EXPERIENCE

HSBC | Customer Service Representative

Jan. 2022 – Jan. 2023

Missions or tasks realized: Build sustainable relationships and trust with customer accounts through open and interactive communication. Keep records of customer interactions, process customer accounts and file documents. Get customer feedback to improve the service.

QUALIFICATIONS

- Answered customers' questions and diffused difficult customer situations. Worked with a variety of ages and diverse backgrounds.
- Managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

INTERESTS

- Identify and assess customers' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods.
- Manage large amounts of incoming phone calls.
- Take the extra mile to engage customers.

SKILLS

- Ability to multi-task, prioritize, and manage time effectively.
- Active listening and communication.
- Problem solving skills,
- Persuasive speaking.
- Taking responsibilities.
- Self control, empathy.
- Positive attitude.

