

FAIZAL SAYYED

Customer service
representative



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📍 Dubai 👤 Male

PROFILE

Energetic employee well-versed in strong communication and organisation skills. Committed to seeking solutions to problems and applying extensive analytical knowledge to findings. Adept at multi-tasking, leading group discussions and managing projects.

SKILLS

Communication	● ● ● ● ●
Customer service satisfaction	● ● ● ● ●
Ms-Office : word, excel and power point	● ● ● ● ●
Computer Science	● ● ● ● ●
Self-directed	● ● ● ● ●
Muti-tasking	● ● ● ● ●
Problem resolution	● ● ● ● ●

LANGUAGES

English	● ● ● ● ●
Urdu	● ● ● ● ●
Hindi	● ● ● ● ●

EDUCATION

Bachelor Degree in B.com Genrals
Mumbai University
2019 – 2021 | India

PROFESSIONAL EXPERIENCE

Mycon Debt Collection DEBT COLLECTION OFFICER

February 2023 – present | Dubai, UAE

- Worked as a Debt Collection Officer for Commercial bank of Dubai and Emirates NBÉ
- I was responsible for contacting debtors by phone, mail or email to attempt to recover delinquent payments
- I used to negotiate payment arrangements with debtor, such as payment Plans or settlements
- Researched and resolved problems arising from customer's billing invoices and many more.

Majorel india Pvt Ltd Customer service

April 2021 – September 2022 | Mumbai, India

- Built strong rapport with customers through exceptional communication
- Address all customer service queries in a polite, accurate, and timely fashion.
- Worked well with upper management to ensure ultimate customer satisfaction.
- Achieved a customer satisfaction rating of 97% within 3 months of employment.
- Received the Customer Service Agent of the quarter award twice.
- Helped to maintain and increase customer loyalty by placing follow up calls and expressing consideration for customers.

Athena pvt ltd Call center agent

July 2020 – April 2021 | Mumabi, India

- Answered inquiries by effectively researching, locating, and relaying information to customers.
- Maintained call center database by collecting and recording information.
- Continually worked to enhance call center's reputation by providing quality and timely service.
- Attended educational seminars to improve knowledge and skills.

BANDHAN BANK RELATIONSHIP OFFICER

April 2018 – February 2020 | Mumbai, India

- i was responsible for collecting Loan EMI at customer place (in cash).
- i have to upadte customer payment record in system on spot.
- i also have to do cross sale of loans eg : personal and group loan At office i have to arrange all money which has been collected.
- i have to submit to cashier whichever loan i have sell i have to call customer to the office with proper document if documents are proper i have to check customer cibil score (AECB) if cibil is good then onspot i have
- to pass loan to customer by cash.