

# Naved Mujawar

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Address: Khalifa City, Abu Dhabi, UAE.



## CARRIER OBJECTIVE/SUMMARY

Looking for challenging position with organization which provides me right opportunity and good working environment to explore and exhibit my skills for benefit of all.

Excellent listener comfortable completing various tasks to keep operations running smoothly. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

## SKILL SET

- |                           |                                  |
|---------------------------|----------------------------------|
| ✓ Computer literacy       | Communication skills             |
| ✓ CRM System              | Microsoft Excel /Word/PowerPoint |
| ✓ Social media management | Problem solving                  |
| ✓ Time management skill   | Analytical skills                |
| ✓ Multitasking            | Data Entry                       |

## WORK EXPERIENCE

### Teleperformance Global Services private limited

Customer Service Associate

- Managed daily chats, calls and Government Electricity board Twitter handle (MSEDCL)
- Responsibilities onboarding new customers, retrieving data and skillfully resolving requests/complaints.
- Resolved customer inquiries in a timely manner.
- Processed customer orders accurately and efficiently.
- Provided information about products and services available to customers.
- Greeted customers and identified their needs.
- Demonstrated active listening skills when responding to customer questions and complaints.

### SHINE HOTEL

Internship Student

- Participated in daily work activities and customer service presentations for swift work.
- Collaborated with senior management on new initiatives which saved time.
- Communicated effectively with faculty and staff and accepted critiques and suggestions for areas of improvement.
- Prepared presentations and reports for senior management team members.
- Assisted in the organization of events such as conferences, seminars, and workshops.

### Sachin International Travel Agency

Social Media Manager.

- Analyzed and reported social media and online marketing campaign results.
- Enhance customer engagement through social media.
- Increased lead, sales and services.

## QUALIFICATION

- ❖ Bachelor Of Business Administration in Finance,  
**UNIVERSITY NAME** - Savitribai Phule Pune University. (2021)
- ❖ Diploma in Tourism & Aviation Industry Management.  
**COLLEGE NAME** - Jet India Institute of Aviation & Hospitality Management. (2018)

## Additional Knowledge & Skills

- ✓ Exceptional customer service skills
- ✓ Computer literacy (Word, Excel, Outlook)
- ✓ Strong organizational and communication skills
- ✓ Knowledge of sales techniques and strategies.
- ✓ Familiarity with CRM software and sales tools.
- ✓ A track record of meeting or exceeding sales targets.
- ✓ Ability to work under pressure and meet deadlines.

## PROFESSIONAL SKILL SUMMARY

- Effective communication: Ability to communicate positively and empathetically.
- Customer focus: Showing alignment with the company's focus on customer experience.
- Positive experience: Emphasize to create trust and positive experiences.
- Performance management: Focus on accurate data recording and follow-up.
- Problem-Solving Proficiency: Adept in applying innovative thinking to effectively address complex challenges
- Behavioral competencies: Strong interpersonal skills, effective communication, problem-solving, time management, confidence.
- Performance management: Showcase your attention to accurate data recording and follow-up.

## PERSONAL INFORMATION

Nationality : INDIAN  
visit Status : Visit visa  
Date of Birth : 15-03-2001  
Marital Status : Single  
Religion : Muslim  
Lang. known : English, Marathi, Hindi.

## DECLARATION

I hereby declared that above mentioned Information furnished by me is true to the best of my knowledge and belief.

**Date:**

Yours Truly:

**Place:** Abu Dhabi

Naved Mujawar