
MOHAMED MUFADH

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Professional summary

Client Services Manager providing leadership to Customer Relations Managers and serving as escalation point for clients and internal departments. Provide senior leadership and internal stakeholders with updates and status reports. Delivers excellent client services while building and maintaining client relationships. Strong people management skills coach, lead and develop employees.

Personal Details

Date of Birth / Age: 27.07.1995 / 28

Nationality: Sri Lankan

Marital Status: Married

Visa Status: Visit Visa

Passport: N9246799

Work history

May 2022 - September 2023

CRM Marketing Assistant

Freelance

Colombo

- Followed scripts when answering common customer questions.
- Set appointments with field teams to carry out service changes or deliver new products.
- Maintained excellent client satisfaction by providing in-depth support.
- Implemented customer follow up to uphold service standards.
- Obtained feedback from customers to improve service experience.
- Recorded information about inquiries and complaints within internal database.
- Processed and issued refunds, exchanges and credit notes, providing tailored solutions to customer issues.
- Listened actively to offer accurate information and best solution to their needs.
- Handled in-person, email and mailed correspondence.

January 2018 - May 2022

Assistant Manager - Customer Service

International Kinniyan Mamu (pvt) Ltd

Colombo

- Took ownership of escalated customer issues and followed through to resolution.
- Analysed statistics and KPIs to identify potential service improvements.
- Advised management of customer service trends, creating proactive strategies to maintain best practices.
- Communicated courteously with customers by telephone and email.
- Leveraged strong product and service knowledge to assist customers and resolve issues.
- Planned staff rotas to meet customer needs whilst remaining under budget.
- Recognised issues and implemented corrective actions for continual improvement.
- Implemented personal development programmes to enhance staff capabilities and satisfaction.
- Reviewed processes and practices regularly to achieve business goals.
- Recruited customer service team members and mentored in company policies and best practices.
- Sought customer feedback and applied data to inform service-level improvements.
- Improved customer service experiences to facilitate organic growth and loyalty.

December 2013 - December 2017

Customer Experience Specialist

Colombo

I Promo Creation (pvt) Ltd

- Recorded and processed customer data accurately.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Registered and updated accurate customer information on database.
- Offered prompt solutions to maintain customer satisfaction.
- Established positive relationships with clients by going extra mile to build rapport.
- Offered detailed advice on product and service benefits.
- Adhered strictly to policies and procedures for continued company compliance.
- Recorded customer communications to maintain proper documentation.
- Tracked orders and processed refunds for new and existing customers.

Skills

- Administrative support
- MS Office expert
- Budgeting and reporting
- Exceptional interpersonal communication
- Microsoft Outlook, Word and Excel
- Technical support
- Telemarketing
- Staff education and training
- Performance management
- Quality Assurance and Control
- Schedule management
- Purchasing and procurement
- Research and due diligence
- Personnel training and development
- Sales proficiency
- Process improvement specialist
- Account updates
- Data entry
- Effective problem solver
- Customer Relationship Management Software (CRM)
- Customer service
- Customer relations
- Adherence to high customer service standards
- Product knowledge
- Cash handling
- Effective workflow management

Education

February 2015 - November 2015

Certification: Business Management

Sri Lanka

ACBT

January 2013 - June 2013

Diploma: Multimedia Authoring

Colombo

Turnkey IT Training

June 2013 - October 2013

Diploma: Hardware Engineering with Networking

Colombo

Turnkey IT Training

January 2012 - August 2012

Diploma: Information Technology

Sri Lanka, Sri Lanka

IIT Madampe

February 2012 - September 2012

Diploma: English

Sri Lanka, Sri Lanka

IIT Madampe

January 2001 - December 2011

School: 01 to AL

Mawanalle

Zahira College

Languages

English

Upper intermediate

Tamil

Native