

# Syed Faheem Uddin Quadri

Contact: +971-561851065

Email: [Syedfaheem10560@gmail.com](mailto:Syedfaheem10560@gmail.com)



## CAREER OBJECTIVE:

A dedicated Customer Service Associate who provides exceptional customer service through active listening and problem solving. In my 7 years of experience. Consistency met and exceeded department expectations for productivity and accuracy levels. Maintained knowledge of current promotions, policies regarding payment and exchanges and security practices. Monitored product standards, examining samples of raw products and processing tests to ensure the quality of all finished products. Actively suggested operational improvements to enhance quality, improve production times and reduce costs. Checks to ensure that appropriate changes were made to resolve the customer queries.

## CAREER PROFILE/SKILLS:

- Transaction Processor
- Content Reviewer
- Customer Support as per Client satisfaction
- Research Skills
- MS Office
- Communication skills
- Team leading
- Online Marketing management
- Wellness Support

## PROFESSIONAL WORK EXPERIENCE:

**Organization:** **Sutherland Global Solutions (Process: Amazon)**  
**Tenure:** Feb 2023 – Jan 2024  
**Designation:** Customer Service – Senior Associate

### **Responsibilities:**

- Maintaining a positive, empathetic and professional attitude towards customers at all the times.
- Responding promptly to customer inquiries.
- Communicating the customers through phone, email and chat support.
- Acknowledging and resolving the customers complains.
- Managing the team of junior customer service representatives.
- Ensure the customer satisfaction and provide professional customer support to the team associates.

**Organization:** **Concentrix Dakhs Private Limited (Process: YouTube)**  
**Tenure:** Sep 2019 – Jan 2023  
**Designation:** Transaction Processor (content Reviewer)

### **Responsibilities:**

- Assisting the customers with emergency problems or unexpected situation with the customers YouTube accounts.
- Providing solutions for customer's problems with YouTube accounts.
- Ensuring the customers issues are resolved in a timely manner.
- Maintaining the records of the customer's interactions through email and chat.
- Providing the overall great customer experience.

**Organization:** IDFC First Bank  
**Tenure:** Aug 2017 – Sep 2019  
**Designation:** Retail and Sales Support.

**Responsibilities:**

- Maintains customer's records by updating the account information.
- Dealing with the customer complaints.
- We have to handle inbound and makes outbound calls with customers.
- We work directly with customers to provide assistance with the queries.
- Providing resolutions with their debit cards and credit cards.
- Selling the credit cards to the customers.

**Organization:** Q-Conneqt Solutions and Services  
**Tenure:** Jan 2016 – Mar 2017  
**Designation:** Customer Support Associate.

**Responsibilities:**

- We have to handle inbound and makes outbound calls with customers.
- We work directly with customers to provide assistance with the queries.
- Providing resolutions with their online orders.
- Resolving the customer complaints with food deliveries.

**ACADEMIC EDUCATION:**

<b><u>DEGREE/CERTIFICATION:</u></b>	<b><u>EXAMINING BODY:</u></b>	<b><u>YEAR:</u></b>
Bachelor of Technology (Computer Science and engineering)	Jawaharlal Nehru Technological University, Hyderabad	2019

**PERSONAL INFORMATION:**

**Languages Known** : English and Hindi.  
**Passport Number** : P7810801.  
**D.O.B.** : 25-12-1991.  
**Visa Status** : Visit Visa.  
**Visit Visa Expiry** : 18-03-2024.  
**Contact** : +971-56 185 1065.