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Al Wahdah Street, Abu Dhabi,  
United Arab Emirates

## SKILLS

BASIC KNOWLEDGE OF MS OFFICE  
AND EXCEL

COMMUNICATION SKILLS

LEADERSHIP

CONFLICT RESOLUTION

TIME MANAGEMENT

PASSION FOR EXCELLENCE

## LANGUAGES

ENGLISH

HINDI

URDU

BENGALI

KANNADA

## HOBBIES

READING BOOKS, TRAVELLING,

## PERSONAL DETAILS

Date of birth

30 JUNE 2000

Nationality

INDIAN

Visa status

WORK VISA

# FARDEEN HOSSAIN

CUSTOMER SERVICE

## ABOUT ME

An organised, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base with 3 years of experience. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty.

## WORK EXPERIENCE

### CUSTOMER SERVICE OFFICER

EMIRATES INDIA INTERNATIONAL EXCHANGE / ABU DHABI / Feb 2022 - Present

#### JOB RESPONSIBILITY

- \* GREETING THE CUSTOMER
- \* UNDERSTANDING CUSTOMER QUERY
- \* PROVIDING QUICK RESOLUTION
- \* EXECUTED CUSTOMER TRANSACTION REGARDING CASH,MONEY ORDER AND MONEY TRANSFERS
- \* PROFICIENT IN EXCHANGING 30 PLUS DIFFERENT CURRENCIES
- \* MAINTAINED BALANCED RECORD WITH 100% ACCURACY
- \* CROSS SELLING WITH THE CUSTOMER
- \* HEAD CASHIER
- \* HANDLING CASH OF THE ENTIRE BRANCH
- \* TALLYING THE CASH ALONG WITH THE DAY END REPORT
- \* FOLLOWING UP WITH CUSTOMERS PROBLEM REGARDING CERTAIN QUERY

### CUSTOMER SERVICE ASSOCIATE

TELEPERFORMANCE / INDIA,KOLKATA / JUNE 2021-DEC 2021

#### JOB RESPONSIBILITY

- \* ATTENDING INBOUND CALLS
- \* GREETING THE CUSTOMER WITH A FRESH VOICE
- \* UNDERSTANDING CUSTOMER PROBLEM
- \* PROVIDING QUICK RESOLUTION
- \* MAKING SURE THE PROBLEM OF THE CUSTOMER IS SOLVED
- \* MAKING CUSTOMER ATTRACTED TOWARD THE ORGANISATION FOR FUTURE
- \* MAKING SURE CUSTOMER IS SATISFIED

### CUSTOMER SERVICE REPRESENTATIVE

FLEX TECHNOLOGY / INDIA / Mar 2017 - Dec 2019

- \* MAKING OUTBOND CALLS TO THE UK CITIZENS
- \* GREETING THEM AND LETTING THEM KNOW WHO WE ARE
- \* CONVIENCING THEM TO GIVE A SHORT SURVEY OF THEIR HOUSEHOLD PRODUCTS
- \* MAKING A HEALTHY CONVERSATION WITH THE CUSTOMER
- \* STATING THE CUSTOMER ABOUT OUR PRODUCTS AND HOW IT CAN BENEFIT THEM
- \* CONVIENCE THEM TO SWITCH WITH US WITH A BETTER OFFER
- \* BUILDING A TRUST WITH THE CUSTOMER AND MAKE SURE HIS DATA IS SAFE

## EDUCATION

COMPLETED HIGHER SECONDARY FROM WBBHSE

PROM HIGH SCHOOL / KOLKATA / 2019

COMPLETED INTERMEDIATE FROM MADHYAMIK BOARD

ST FRANCIS ELITE / KOLKATA / 2016

## ATTAINMENTS

- \* MAINTAINED A CUSTOMER SATISFACTION RATE OF 95% IN 2022
- \* GOT THE EMPLOYEE OF THE MONTH AWARD FOR AUGUST, SEPTEMBER AND OCT
- \* HIGHEST FOREX DEALER FOR THE MONTH OF NOVEMBER
- \* PROCESSED 70+ TRANSACTION WITH EXTREME ATTENTION ON A DAILY BASIS
- \* TRANIED AND SUPERVISED TWO OTHER CASHIER FOR DIFFERENT BRANCH
- \* HIGHEST TRANSACTION PROCESSED IN 2022 FROM ABUDHABI REGION
- \* GOT PROMOTED TO HEAD CASHIER WITHIN THE FIRST 3 MONTHS