



AHMED MOHIUDDIN

Customer Support Representative

Driven and adaptable professional seeking a rewarding position where I can utilize my diverse skill set and experiences to contribute effectively to the organization's objectives. With a strong background in finance coupled with excellent communication, problem-solving, and interpersonal skills, motivated to use my strengths within a team to deliver high quality results, I am committed to ongoing professional development and growth.



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SKILLS

Customer Support

Vendor Management

Compatibility

Conflict Resolution

Teamwork and collaboration

Intercultural Sensitivity

Project Management

Analytical Thinking



WORK EXPERIENCE

Senior Customer Support Representative

Sutherland Global Service - India

04/2023 - 05/2024

Roles / Responsibilities

- Provided exceptional customer service by resolving a wide range of inquiries and issues, maintaining a 95% customer satisfaction rating.
- Managed high-volume inbound and outbound calls, efficiently handling over 100 customer interactions per day.
- Maintained detailed and accurate records of customer interactions, following up to ensure complete resolution. Collaborated with the finance team to reconcile account discrepancies and support month-end closing processes.
- Collaborated with cross-functional teams to troubleshoot and resolve complex technical issues, ensuring minimal customer downtime.
- Utilized multilingual abilities to assist a diverse customer base, enhancing communication and service delivery.

SAP Concur Auditor

India - Hinduja Global Solutions

02/2022 - 03/2023

Roles / Responsibilities

- Conducted comprehensive audits using SAP Concur to ensure the accuracy of financial transactions.
- Managed accounts receivable, implementing streamlined procedures that improved efficiency by 15%.
- Verified and processed expense reports, ensuring compliance with company policies and regulations.
- Identified discrepancies and potential fraud, reporting findings to management for corrective action.
- Collaborated with the finance team to reconcile account discrepancies and support month-end closing processes.
- Provided training and support to employees on proper expense reporting and Concur system usage.



WORK EXPERIENCE

Content Curator

India - Cognizant Technology Solutions

03/2021 - 01/2022

Roles & Responsibilities

- Researched and curated high-quality content to support various client projects, ensuring relevance and accuracy.
 - Maintained content quality and consistency, adhering strictly to brand guidelines and project specifications.
 - Collaborated with cross-functional teams, including marketing, design, and development, to tailor content for project objectives.
 - Utilized analytics tools to monitor content performance and implement data-driven optimizations.
 - Developed and maintained a content calendar, ensuring timely delivery of content assets for multiple projects.
 - Conducted regular content audits to identify gaps and opportunities for improvement, enhancing overall content strategy.
- Satisfaction ratings.



EDUCATION

Bachelors of Commerce

India - Osmania University

08/2019 - 07/2022



LANGUAGES

English

Native or Bilingual Proficiency

Urdu

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency