



# 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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📍 Dubai, United Arab Emirates

📅 14 June, 2000

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## TECHNICAL & SOFT SKILLS

Tally Quick book Peachtree Microsoft Office Conflict Resolution Teamwork and collaboration  
Intercultural Sensitivity Project Management Analytical Thinking Customer Services



## WORK EXPERIENCE

### Customer Service Representative

India - Sutherland Global Services

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.
- Collaborated with cross-functional teams to troubleshoot and resolve complex technical issues, ensuring minimal customer downtime.
- 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.
- 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*