

AQIB JAVED

Customer Service & Operations Professional

Expertise in Customer Service Representation, Sales, Administrative Support, Cashiering, and Clerical Operations

+971-556990200
aqib.brh@gmail.com
Dubai, UAE

A customer service professional with over 5+ years of experience in roles such as customer service representative, sales agent, clerk, and cashier. Proven ability to handle challenging inquiries, resolve issues, and deliver personalized solutions. Skilled in managing customer interactions across multiple channels, leveraging technical expertise and empathetic communication to enhance customer satisfaction and uphold company values.

Areas of Expertise

- Resolving customer inquiries, complaints, and enhancing customer satisfaction.
- Managing phone, email, chat, and in-person customer interactions.
- Streamlining scheduling and service workflows for efficiency.
- Promoting products, services, and special offers to boost customer engagement.
- Assisting business clients with telecom-related inquiries and service support
- Training and supervising customer service teams for optimal performance.
- Addressing customer concerns professionally and ensuring resolution.
- Balancing multiple customer interactions with strong time management.

Technical and Soft Skills

- | | | |
|---|---|---|
| • Cash handling accuracy | • Maintaining customer satisfaction | • Microsoft Office |
| • Conflict Resolution | • Data entry accuracy | • Basic IT troubleshooting & system support |
| • Customer relationship building | • Problem-solving under pressure | • QuickBooks & Tally ERP9 |
| • Cross-selling banking products | • Cash drawer balancing | • Install and Manage OS |
| • Multitasking | • Time management | • Configure MS Outlook |
| • Building customer trust | • Maintaining confidentiality | • CRM tools & customer databases |
| • Monitoring and reporting daily operations | • Attention to detail | • Advanced Excel Functions |
| • Operations Monitoring | • Monitoring and reporting daily operations | (PivotTables, VLOOKUP, Formulas) |

Professional Experience

Admin Cum Sales Executive Mar 2025 - Present
Titan Financial Brokers, Dubai

- Responsible for promoting and selling credit cards to potential customers.
- Explain card features, benefits, and eligibility criteria.
- Address customer queries regarding fees, usage, and account management.
- Maintain and update customer records, application forms, and internal databases.
- Preparing reports and summaries for management
- Scheduling appointments and follow-ups with clients

Team Leader Customer Support (IndiaMART.com) Sept 2020 - Dec 2024
Creative Lipi Webtech Pvt. Ltd., Noida, India

- Managed a team of 15, overseeing the promotion of products and services to B2B clients on IndiaMART.
- Assigned tasks based on team members' strengths to optimize workflow and efficiency.
- Coordinated online product listings, responded to client inquiries, and ensured accurate information.
- Monitored daily operations to ensure smooth processes and timely client support.
- Maintained strong B2B client relationships by addressing queries and providing solutions.
- Ensured accurate documentation and record-keeping of all client interactions and transactions.

Staff Training Success: Trained and developed over 25+ new staff members, reducing customer service errors by 25%.

Call Center Representative July 2019 - Aug 2020
DD Info Soft Pvt Ltd., New Delhi, India

- Created and maintained product catalogs to ensure accurate and appealing listings.
- Responded to client inquiries promptly and provided effective resolutions.
- Coordinated with clients to update product information and service offerings.
- Monitored client satisfaction and implemented improvements to enhance the online presence.
- Managed online promotion of client products and services on IndiaMART.

Customer Service Cum Cashier
Vodafone Idea Limited, Bahraich, India

Jan 2018 - Jun 2019

- Handled daily cash transactions and maintained accurate cash drawer balances.
- Processed bank deposits, payments, and reconciliations efficiently.
- Resolved complaints efficiently and maintained records of customers' interactions.
- Assisted customers with account inquiries, SIM activations, and telecom service requests.
- Collected customer feedback to improve service quality.
- Provided guidance to clients on product usage, tariffs, and service features.

Education

Bachelor of Commerce (B.Com), RML Avadh University, Faizabad, India
Senior Secondary (FSC) from AVKG MIC Inter College, Bahraich, India
High School (SSC) from Gandhi Inter College, Bahraich, India

Training And Certifications

Microsoft Office Suite
NIIT Computer, India

- Word, Excel, PowerPoint, Outlook
- Data analysis, report creation, and presentations

Compliance & AML/KYC Awareness

- Familiar with Anti-Money Laundering (AML) and Know Your Customer (KYC) procedures
- Understanding of regulatory requirements and customer due diligence
- Report and Dashboard creation
- Corporate policies and ethical practices
- Understanding regulatory and procedural compliance

Hardware & Networking

Jetking Info train, New Delhi, India

- PC assembly, troubleshooting, and maintenance
- Networking concepts and configuration
- Installation of hardware and software components

Key Achievements

- Recognized for excellent customer service and maintaining positive client relationships.
- Assisted in cross-selling financial products (credit card and loan) contributing to branch targets.
- Maintained compliance with **AML/KYC procedures** and company policies at all times.

Qualification documents have been attested by the Ministry of Foreign Affairs (MOFA), UAE