**Mohammed Farooq Ahmed**

Mobile: **+919738859485**

Email: shahidmalik010@gmail.com

**Sr. Customer Service Executive • Escalation Desk (Order Management)**

**----------------------------------------------PROFESSIONAL SYNOPSIS----------------------------------------------**

A dynamic professional with 5 years of experience in the areas of Customer Service, Banking, Sales and Order management. Highly effective communicator with proven ability to build long-term relationships with internal and external customers by establishing a high level of confidence and trust. The proven track record for being the best Customer Service Executive and Escalation manager.

**------------------------------------------------AREAS OF EXPERTISE--------------------------------------------------**

 Customer Support

 Team Player

 Problem Solving and Decision Making

 Performance Management

 Productivity and Efficiency Improvement

 Quick Learner

Adaptable to Changes in given role

 Self Motivated and Number Oriented

**-----------------------------------------PROFESSIONAL EXPERIENCE----------------------------------------------**

 **Myntra – November 2018 – December – 2019.**

 **Escalation Desk (Case Manager, Backend and Order Management)**

 Dealing with high level escalations of customers as last point of contact, including CEO complaints through social media consumer forum, email and callbacks.

 Working on company tools and portals, data entry and sending emails to customers & other departments for quicker resolution, notifying them by using Microsoft outlook and Gmail.

 Maintenance of daily, weekly and monthly reports on orders and complaints by using MS-excel and other tools based on data entry records.

 Follow up with different departments such as stakeholders, catalog, fraud, refunds team and including Order management and supply chain.

 Customer is not pleased with an employee (front line) interaction and wants someone at a higher level within the company to resolve the complaint

 Providing appropriate resolution as approval or decline, based on judgmental decisions and review from the departments.

Taking initiative as Acting Team Lead, Quality Checks and Floor support.

 **Accenture – July 2016 – July – 2018.**

 **Customer Service Executive and Billing (Virgin Media)**

 It was related to Tele Communication Process, Deals with Television, Broad Band and Landline.

 Process of understanding, explaining bills to the customers and processing payments.

 up selling cross selling new Package offers and explaining the value of the products.

 Giving appropriate Resolution to customers with installations and basic technical queries.

 Achieving given targets as per process targets and requirements.

 **HSBC Bank – November 2013– October - 2015.**

**Banking Support (Fraud Analyst) – HSBC (UK Customers)**

 It was related to the Fraud activity on customers Credit and Debit card transactions.

 Job includes about process of handling calls and understanding the situation.

Taking the relevant decision as per the procedure and processing the refunds to Customer.

Part of the Job also included making sure I achieve my Quality and Performance Targets.

Taking initiative on the Floor as an Acting Team Lead and Quality Checks.

**---------------------------------------------------------EDUCATION -------------------------------------------------------**

* **B.Com Graduate – Karnataka University – (year of Completion – 2010)**
* **2nd P.U.C Commerce - Government Pre University College -**   **(year of Completion – 2007)**
* **S.S.L.C - Al-Ameen High School - (year of Completion – 2004)**

**---------------------------------------------------COMPUTER SKILLS --------------------------------------------------**

**Digital Marketing:** (SEO Analyst and Social Media Marketing ).

**Tableau Developer:** Data visualization (Analysis of reports, charts and representations for Business Intelligence).

**DCA (Diploma in computer Application):** Its course which covers Computer fundamentals, Microsoft Office.

Good with **MS-Excel** knowledge. (VBA, Data entry, Macros, vlookup and other formulas).

---------------------------------------------**DUTIES & RESPONSIBILITIES---**-**--------------------------------------**

 Providing high-quality information to the customers with an understanding of their requirements.

 Lead and raise customers interest.

 Entertaining customer with a sales oriented concept in order to make sufficient, qualified and sales leads.

 Working under pressure for constant and radical changes.

**--------------------------------------------------PERSONAL DETAILS---------------------------------------------------**

Name : Mohammed Farooq Ahmed

Father’s Name : Mohammed Fawad Ahmed

Date of Birth : 11th November 1988

Address : #25,2nd main illyasnagar, J.P Nagar Post Bangalore – 560078.

Languages Known : English, Hindi & Kannada

Hobbies : Playing and Watching Cricket

 I hereby declare that the above given information is accurate to my knowledge.

**Date : Mohammed Farooq Ahmed**

**Place :**