**Mohammed Mushtaq Hussain**

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**Current Profile:**

*Working as customer support in “****Telebu Communications LLP Formerly SMSCountry Networks Pvt Ltd”*** *Hyderabad from* ***Feb2020***

 **Job Role:**

* *Resolving clients issues in a timely manner and follow up with the customer with recommendations and action plans.*
* *Mentoring new clients by answering technical questions, escalating cases, and teaching detailed process development.*
* *Provide root cause analysis for customer's queries and resolving in-time.*
* *Supporting on software and troubleshooting related issues.*
* *Reduced workload of escalations and maintained their timely feedback to management*.
* *Provided customer support for all client/server based products*

 **PREVIOUS PROFILE:**

*Worked as International Senior**Customer Service/support**in “****Essencea Info serv Pvt Ltd*** “ *Hyderabad from* ***July-2018 to Feb-2020.***

 **SUMMARY:**

* *Working since* ***July -2018***
* *Building and maintaining business relationship with clients.*
* *Providing prompt and accurate service so as to promote customer loyalty.*
* *Develop and refine strategic and operational compliance procedures and practices necessary to show reasonable, due diligence and achieve best in class customer service practices.*
* *Quickly and professionally answer inbound calls to determine call nature or inquiry to include explanation of services available, features, costs, and other related ups services.*
* *Builds and maintains a strong rapport with international customers and sales team via email and phone*
* *Assist customer with difficult cases.*
* *Respond to inquiries and queries from customers and provide a thorough and speedy resolve.*
* *Handle complicated and unresolved issues from less experienced personnel.*

**PREVIOUS PROFILE:**

* *Worked as* ***Customer Support & Sales Department coordinator Associate*** *in “****Global Engineering “*** *Hyderabad India from* ***August 2016 to march 2018***

**SUMMARY:**

* *17 months of experience as customer support.*
* *Highly motivated professionals with integrity and commitment to quality and perfection.*
* *Excellent analytical skills and innovative problem-solving ability.*
* *Good communication skills and inter personal skills*

**JOB FUNCTIONS:**

* *Recording customer’s interactions and transactions.*
* *Provide pricing and delivery information.*
* *Resolves product or service problems by clarifying the customer's complaint.*
* *Rectifying and explaining the best solution to solve the problem.*
* *Assist with placement of orders, refunds or exchanges.*
* *Recommend potential products or services to management by collecting customer information and analyzing customer needs.*
* *Generating sales leads that develop into new customers.*

**TECHNICAL SKILLS :**

* *Operating Systems : XP, Vista, Win 7, Win 8,Win 10, Linux and Android*
* *Microsoft Office Suite*
* *Web and Social Media skills*
* *Good Networking and Hardware knowledge*

**EDUCATION DETAILS:**

* *HSC from Sri Chaitanya College - 2011*
* *SSC from Rajadhani High School – 2008*

**INTERPERSONAL SKILLS:**

* *Ability to rapidly build relationship and set up trust.*
* *Confident and determined to Deliver*
* *Cross-cultural communication skills*
* *Adaptive thinking*
* *Strong Communication skills*
* *Zeal to learn New Things*
* *Quick Learner with Good Grasping Capabilities*
* *Good Team Player with strong work Ethics*
* *Problem solving skills*
* *Good time management skills with Planning and organizing skills*
* *Flexible with work within team*
* *Ability to cope up with different situations under pressure*

**PERSONAL DETAILS**

1. Marital status : Single
2. D.O.B : 07 August1993
3. Languages Known : Hindi, English & Telugu
4. Address : Hyderabad, Telangana.
5. Hobbies : Travelling, Cricket

**DECLARATION**

I hereby certify that the information given above is correct and true to the best of my knowledge and believe.

Mushtaq Hussain