



BASHER SULTHAN

 **Experience: 8 Years**

CONTACT

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PERSONAL DETAILS

- Gender : Male
- Nationality : Indian
- Marital Status : Married
- Visa Status : Visit Visa
- Language : English, Hindi, Tamil, Malayalam & Arabic (Read, write)

ACADEMIC QUALIFICATION

MBA | Apr 2005

Mohamed Sathak Engg. College
Anna University, Chennai,
Tamil Nadu, India

B.SC Physics

M.S.S Wakf Board College
Madurai, Tamil Nadu, India

CAREER TRAINING

CUSTOMER SERVICE | Feb 2010

Dubai Institute of Business
Management.
Dubai – UAE

SKILLS

- Microsoft Office
- Outlook
- SAP - Receivable Module
- D8 System,
- RTA - Lynx Software

To be able to have an opportunity to practice and conduct my acquired skill and knowledge in a manner compatible with the dignity of my profession, and to be able to meet new challenge that would promote constant learning and professional maturity.

UAE WORK EXPERIENCE

CUSTOMER SERVICE EXECUTIVE

| 2020 – 2022

Al Ghurair Group/Cars Taxi Services Co LLC, In Dubai



- Attending huge numbers of customers from front-line & build sustainable relationship and trust.
- Handing over all more than 4000 driver's and customers queries, requests, and complaints, providing appropriate solutions within the time limits and keep following until ensure resolution.
- Monitoring more than 2000 fleets all camera view conditions & found drivers any illegal activities.
- Monitoring misbehaves driver's handover them to the concerned department to take appropriate action on disciplinary grounds and responding to RTA emails and phone calls.
- Monitoring the idle drivers and pushing them to on road by counseling.
- Keeping records of customer interactions, process customer accounts and file documents.

HDFC BANK in India as a Cashier / Customer Care

| 2018 – 2019



- Meet and Greet customers at Counter/Lobby area is always clean and thank them for their business.
- Provide service to Retail and Commercial customers as per established company standards Communicate regulations and norms regarding transactions in a professional manner
- Providing advice and guidance about company products & services to customers as and when necessary
- Achieving minimum 'Wait' time and 'Serve' time and aim for reducing the TAT on a continuous basis
- Opportunities to existing customers actively convert walk-in customers-card
- Explore opportunities to increase customer base, transaction number, Revenue per transaction & customer and overall operational revenue performance to meet the overall objectives
- Handling large volume of cash & Foreign Currencies and as assigned by the Branch Management/ department manager, with zero defects

DEBT COLLECTION EXECUTIVE/CREDIT CONTROL | 2010 – 2017

ETA–Zenath Recycling & Waste Management LLC, In Dubai –UAE



- Recovery of outstanding receivables from clients and follow up orders placed in day-to-day basis.
- Answering phone calls and emails and resolving customer's queries.
- Maintaining a good rapport with the customers (value added services). (Which helps in regular and repeated businesses and timely collection of receivables) by telephone and email communications.
- Obtaining balance confirmation from major customers for auditing purpose.
- Analyzing overdue outstanding receivables from clients using weekly & monthly ageing reports.
- Maintaining a good rapport with the customers (value added services). (Which helps in regular and repeated businesses and timely collection of receivables) by telephone and email communications.
- Obtaining balance confirmation from major customers for auditing purpose.