



ABU SALEH SARFARAZ AHMED

CONTACT ME



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Almankhool, Bur
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SKILLS

- Attention to Detail
- Improving Customer Experience
- Bilingual Customer Support
- Time Management
- Complaint Resolution
- Organizational skills
- Product Knowledge
- Client Handling
- Yurt system Operation, Deltek Maconomy & Getpaid.

➤ EDUCATION

GUWAHATI UNIVERSITY, INDIA

Bachelor commerce(Accounting)
2016-2019

➤ HOBBIES

MIXED MARTIAL ARTS
LISTENING MUSIC
ADVENTURE ACTIVITIES
COOKING

➤ SUMMARY

Strong communicator who builds client trust with persuasive language and kind customer support attitude. Customer Service representative over 2 years of experience and proven of handling high pressure situations. Moreover, providing support to customers in the technology and financial services industries.

➤ EXPERIENCE

Concentrix Daksh Services India limited:
2020-dec to 2022-oct.

(Representative, operations and internal job title as Advisor I, transaction Processing)

-Customer service representative for Youtube for Google Process.

-Giving customer Support

-Handling client calls

- Reviewing Youtube contents on the basis of content moderation.

Genpact, India-2023-Jan to June
(Process Developer)

-Develop new or improve current process flows, list of rules and procedures.

-Support & resolutions to clients to improve business strategies.

-Monetary resolutions on invoices.

-Handling different operating companies for clients.