



## **MOHAMMED KHAJA ADNAN UDDIN.**

### **EDUCATION**

Cat degree College in Hyderabad, Telangana India 2023

Graduation B. Com computers

**World Master Educational Center in India.**  
2023

MS Office, Excel, and C&C++

Hidaya Jr. College in Hyderabad Telangana India  
2018  
intermediate 12th Examination

### **CONTACT**

Mobile  
+971 1529440267

EMAIL: adnanuddin657@gmail.com

Passport Number: Y6747211

### **FIRST SOURCE SOLUTIONS LTD**

### **COMPUTER PROFICIENCY:**

- MS WORD
- EXCEL
- POWER POINT-BASIC
- INTERNET, EMAIL

### **WORK EXPERIENCE.**

**FIRST SOURCE SOLUTIONS PVT. LTD -SENIOR CUSTOMER SERVICE SUPPORT (SENIOR CSA) FROM AUGUST 2022 TO NOVEMBER 2023. {1YEAR.3MONTHS EXPERIENCE}**

**RESPONDING TO CUSTOMER QUERIES IN A TIMELY AND ACCURATE WAY, VIA PHONE, EMAIL OR CHAT (YEARS) FROM AUGUST 2022 TO NOVEMBER 2023.**

- Customer service representative help customers said complies and questions, give customers information about products and services, take orders.
- Answer incoming phone calls and return calls, respond to Chats.
- During with unhappy customers and handing companies an almost escapable day of many customer sinker employees Maintaining a positive, empathic, and professional attitude toward customers always.
- Responding promptly to customer inquiries Acknowledging and solving customer complaint's
- Communicating with customers through various channels as a job, customer service professionals are report addressing.
- customer needs and ensuring they have a good Experience.
- Nissan Car showroom-Senior Sales Consultant from August 2020 to May 2022{2YEARS EXPERIENCE}
- Build and maintain relationships with clients.

- Create compelling sales purchase!
- Set the company's products and services.
- Acting as Senior Sales Consultant
- Perform research on the computer services.
- Ensure each client/customer gets quality services.
- Create an inspiring team environment with open communication.
- Set clear team goals!
- Motivated team Member
- Listen to team members feedback and resolve any issues of conflicts.

## VIBRANT NISSAN PRVT LTD.

### Nissan cars Showroom Administration in Human Resources {6Months Experience}

They are responsible for hiring staff, developing HR policies, managing employee benefits, and generally ensuring all company information is legally compliant.

Their duties include answering phone calls and emails and greeting.

Observing labor laws and employment legislation across the entire company.

Analyzing and interpreting data to create reports.

Managing recruitment, selection, and promotion processes.

Preparing job descriptions, contractual terms, and conditions of employment.

## LANGUAGE KNOWN:

- ENGLISH
- URDU
- BASIC ARABIC

### Accountant

Provides financial information to management by researching and analyzing accounting data, preparing reports.

Preparing accounts and tax returns.

Auditing financial information.

Compiling and presenting reports, budgets, business plans, commentaries, and financial statements.

Analyzing business plans.

Providing tax planning services based on current legislation.

Financial forecasting and risk analysis.

### SKILLS

- Capacity to work as team member's willingness to learn and contribute to the organization.
- Expert at making quick and effective decisions in stressful situations.
- Ability to work under pressure in fast paced environment.
- Excellent analytical and problem-solving skills.
- Recognized for being dedicated and ability to achieve results.
- Accountant responsibility.
- Administration in human resources.