

**M Syed Zoheb**  
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### Career objective

Seeking to work in challenging position with a dynamic and progressive company, by utilizing my knowledge skills and opportunities in achieving a common goal of the organization growth along with my career.

### Skill Set

- ❖ Innovative
- ❖ Positive attitude
- ❖ Effective inter personal skills
- ❖ Good in building & maintaining relationship
- ❖ Problem solving ability
- ❖ Convincing techniques

### Academic Qualification

- B.A.English literature in The New College 2016
- Grade 12 from Muslim higher secondary school 2013

### Work Experience

#### **Worked as CCSC OPERATIONS Officer at PHILIPS HEALTHCARE Sep'2018 – Oct'2023**

- Dispatch complaint calls to field service engineers based on modality and service level to ensure prompt resolution of issues.
- Manage operational processes at the country level, including call logging, part ordering, and business development.
- Supervising and follow up with engineers until the complaint is resolved to ensure customer satisfaction.
- Coordinate regularly with the logistics and warehouse team to ensure timely delivery of parts and equipment to the site.
- Work closely with Modality managers and operations manager to ensure successful call closure and resolution.

#### **Worked as Assistant Team Leader Customer Support at Customer broadcast Aug'2016 – Sep'2018**

- Handling PAN India customer calls and registering complaints in CRM portals.
- Coordinating with the team leader and driving the team to achieve SLA.
- As a result of my self-involvement and initiative, I was given an opportunity to work as an assistant team lead for a leading consumer retail product.
- Service support for Leading health care equipment manufacturer.

### Achievements

- ✧ Won Extra Miller award for achieving targets and Process SLA
- ✧ Awarded as a best employee of the month for High productivity & Customer handling

### Areas of Interests

- ◆ Playing Cricket
- ◆ Listening to music
- ◆ Cooking
- ◆ Bike ride

### Extra Curricular activities

- ✧ Participated in Zonal level cricket played through Prahlad Cricket Academy
- ✧ Won prizes in Drawing competition from inter school competition.

### Personal Details

Father Name : Syed Moin.U  
Religion : Islam  
Address : Hor Al Anz, Dubai, UAE  
Nationality : Indian  
Marital Status : Married  
Date of birth : 14<sup>th</sup> Oct'95  
Languages known : Hindi, Tamil, English & Urdu  
Visa status : Visit Visa valid till (07/01/2024)

I hereby confirm that all the above information given is true to my knowledge.

Place :

Date :

(Syed Zoheb)