



MUHAMMED. K.V

VIRTUAL ACCOUNTS EXECUTIVE

CONTACT

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PERSONAL DETAILS

Nationality : Indian
Gender : Male
Marital Status : Single
DOB : 19-12-2002

EDUCATION

HIGHER SECONDARY
Kerala State Board
2018 - 2020

SSLC
Kerala State Board
2017 - 2018

LANGUAGE PROFICIENCY

ENGLISH-READ,WRITE,SPEAK
HINDI- READ-WRITE
ARABIC-READ-WRITE
MALAYALAM-READ-WRITE-SPEAK
TAMIL-SPEAK

SKILLS

- * MARKETING
- * COMMUNICATION SKILL
- * INTER - PERSONAL SKILL
- * TIME MANAGEMENT
- * QUICKLY ADAPTIV
- * UNDERSTANDING ABILITY
- * SERVICE FOCUSED

ABOUT

SEEKING TO BE PART OF AN ORGANISATION WHICH USES MY SKILLS AND EXPERTISE IN ITS PROCESS OF GROWTH AND CHANGE. WHILE GIVING ME AN AMPLE OPPORTUNITY TO LEARN AND ENRICH MY COMPETENCE.

WORK EXPERIENCE

VIRTUAL ACCOUNTS EXECUTIVE
CONEKTR BUSINESS BANGALORE
14/12/2022-10/05/2023

- . Making out bond calls to develop sales to new and existing customers
- . Negotiating to win business and cross selling the full range of FMCG products and services to maximize revenue
- . Process customer orders, address any queries and display the highest standards of customer experience
- . Learn all company systems relevant to the role

CUSTOMER SUPPORT EXECUTIVE
EBIXCASH GLOBAL SERVICES PVT LTD
03/06/2023-04/11/2023

- . Receive inbound inquiries and disputes from customers
- . Meet standards for call volume ,wrap time, and talk time schedules
- . Provide excellent customer service with first call resolution and accurate information while keeping a professional demeanor
- . Follow up on customer inquiries to make sure they are resolved in a timely manner
- . Handling and resolving customer complaints

CERTIFICATES

DIPLOMA IN ARABIAN GULF PACKAGE
Using Arabic&English Typing,tally prime, excel,gcc vat

HOBBIES

Driving | Travelling | Football | Reading | Drawing

DECLARATION

I HEREBY DECLARE THAT ALL STATEMENTS MADE IN THESE CURRICULUM VITAE ARE TRUE,COMPLETE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.