

ABDUL NAUFAL

KERALA, INDIA

PERSONAL INFO

GENDER :- MALE
DATE OF BIRTH :- 11/05/1998
NATIONALITY :- INDIAN
MARTIAL STATUS :- SINGLE
PLACE:- KASARGODE,KERALA

CONTACT

- +91 9539014220
- Naufaljara@gmail.com
- Bangalore,Karnataka

SKILLS

- Self motivated
- Excellent communication skills in a professional manner
- Ability to learn and work under pressure
- Confident and good team player
- Leadership skills
- Customer service skills
- Customer retention

LANGUAGES

- ENGLISH
- HINDI
- MALAYALAM
- KANNADA

HOBBIES

- Listening music
- Driving
- Social media

EDUCATION

- Graduation in B.com (Distinction level) 80% marks 2017-2020
Mangalore university
- Higher secondary school(plus two) 70% marks 2016-2017
Government of kerala

EXPERIENCE

- **Customer Care Associates(Vi) BPO** 2020-2021
Name of the organisation:- Cogent e services
Location :- Mangalore ,Karnataka
Duration :- 1 year
■ Duties and Responsibilities
 - overseeing the customer service process
 - Resolving customer complaints brought to my attention
 - Convince the customer and finding solutions
 - Retaining the customer
 - Attending more than 120 calls per/day and achieving the task given by the Team leader
- **Accounts cum cashier** 2021-2022

Name of the organisation:- Modicare Ltd
Location :- Hosangady ,Kasargode,Kerala
Duration :- 1 year and 3 months

- Duties and Responsibilities
 - Preparing bill statements
 - Provides clear and detailed information to customers who enquires about product and services of the company
 - Preparing petty cashbook
 - Preparing P/L of the company
 - Maintaining good relationship with customer