



# MOHAMMED AZIZ

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## SENIOR CUSTOMER SERVICE REPRESENTATIVE

Results-driven Senior Customer Service Professional with extensive experience in delivering exceptional customer experiences and leading service excellence initiatives. Proven track record of resolving complex customer issues, managing escalations, and maintaining high customer satisfaction ratings. Skilled in training and mentoring junior staff, implementing process improvements, and utilizing CRM systems to optimize customer interactions.

### STRENGTHS AND EXPERTISE

Customer relationship management  
Leadership & Team Development  
Office administration  
Customer Feedback Analysis

Prioritization Under Pressure  
Technical & Product Knowledge  
Advanced Communication & Relationship  
Management

Core Communication Skills  
Organizational & Time Management  
Operations Management  
Persuasion Skills

### ACADEMICS

BACHELORS IN COMMERECE (XV)  
OSMANIA UNIVERSITY

INTERMEDIATE (XII)  
FROEBELS JUNIOR COLLEGE

SECONDARY SCHOOL (X)  
ST.MARKS BOYS TOWN HIGH SCHOOL

### PROFESSIONAL EXPERIENCE

**AMAZON DEVELOPMENT CENTER**  
**SENIOR CUSTOMER SERVICE REPRESENTATIVE**

**Aug 2022 - Mar2025**

- Handle escalated and high-priority customer complaints, disputes, and technical issues requiring advanced problem-solving skills and in-depth product knowledge.
- Train, coach, and mentor junior customer service representatives, providing guidance on best practices, procedures, and professional development.
- Build and maintain long-term relationships with key accounts and VIP customers, ensuring personalized service and proactive communication.
- Review team interactions, conduct quality audits, and provide feedback to ensure service standards and compliance with company policies.
- Identify inefficiencies in customer service processes, recommend improvements, and update procedures and knowledge base articles.
- Liaise with sales, technical support, billing, and management teams to resolve customer issues and implement service enhancements.
- Analyze customer feedback, service metrics, and trends to generate reports and insights for management decision-making.
- Serve as the primary point of contact for supervisor-level escalations, making decisions within authority limits and knowing when to involve higher management.
- Stay current on product updates, policy changes, and industry developments while training team members on new procedures and offerings.
- Proactively reach out to at-risk customers, implement retention strategies, and follow up on service recovery efforts to ensure customer loyalty.
- Oversee daily operations during assigned shifts, manage staffing levels, coordinate break schedules, and ensure adequate floor coverage to maintain service levels
- Manage and troubleshoot customer service software systems, CRM platforms, and communication tools while training staff on system updates and functionality.

**OFFICE MANAGER**

- General office duties ,including answering multi-line phones, routing calls and messages and greeting visitors.
- Identified and recommended changes to existing processes to improve accuracy ,efficiency and quality service.
- Reconciled account files and produced monthly reports to keep CFO informed about office operations.
- Provided logistical support for programs, meetings and events, including room reservations, agenda preparation and calendar maintenance.
- Verified 20 salaried employee time cards to prepare accurate monthly payroll.
- Hired, managed, developed and trained 12 administrative staff members, established and monitored goals and conducted performance reviews.
- yearly budget to manage office requirements such as service contracts, postage costs and supply replenishment scheduling payments and tracking records and documents.
- Support and assist the Director, faculty and students within the Programs ,schedule an arrange all meetings and travel for the Director.
- Maintain Program records and files, including student and faculty files., handle these in a confidential way when necessary.
- Update course offerings information prepare purchase orders, reimbursements and check requests. Assist the directors in the preparations of budget and help monitor the budget.
- Provide assistance with the program's special events ,trips and meetings.
- Responsible for handling mail processor, organizes , handles and distributes mail to clients and students.

**BOSTON MISSION HIGH SCHOOL****Jul 2015 - -Jun 2017****ADMINISTRATIVE MANAGER**

- Performed numerous administrative tasks as necessary, including scheduling meetings and travel, working with external schools, interacting with visitors, and answering phone calls and emails from customers.
- Participated in on-the-job training with several different departments, including human resources, payroll, accounting, and executive support.
- Helped plan and execute annual holiday parties, including organizing vendors, researching venues, and maintaining guest lists.
- Oversee schedules for all executives and manage booking for conference rooms and group workspaces. Work with HR department to facilitate recruitment drives, including setting up and running a booth at local career fairs.
- Train new administrative assistant interns in office management procedures and schedule on the job monitoring with multiple departments.
- Maintain and improve online databases of client accounts and external vendors, including updating information when necessary.
- Created a new system for following up with potential clients in an efficient and effective manner.
- Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipments and technique.
- Maintain professional publications; establishing personal networks; participating in professional societies. Contribute to team effort by accomplishing related results as needed.
- Carry out administrative duties such as filing, typing, copying, binding , scanning , etc .
- Responsible for handling mail processor, organizes , handles and distributes mail to clients and students

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**CERTIFICATIONS**

National certificate in Modular Employable Skill

Diploma in tally ERP 9.0

Diploma in Computer Applications