

SYED ABDUL DASTAGIR

Mobile: +91-8686705247~ **E-Mail:** syedshoaib140@gmail.com

OBJECTIVE

To work in an environment which is innovative, challenging and where I can utilize my skills to have a symbiotic relationship with the organization.

SYNOPSIS

- ➔ Previously worked with **FOUNDEVER** as **Customer Service Representative for International collection (Debit collector)**.
- ➔ One Year experience with **ATRIA CONVERGENCE TECHNOLOGIES (ACT Fiber Net)** as a **Customer Service Representative (Tech Support)**.
- ➔ Two Years experience with **Q CONNEQT BUSINESS SOLUTIONS Pvt Ltd**.
- ➔ Adopt in handling inbound and outbound calls service and provide solutions to customers.
- ➔ Skilled to work as a team and in sync with the corporate set parameters & motivating them for achieving business target and individual goals.

PERSONAL DOSSIER

SCHOLASTICS

- **MBA Completed from Hyderabad precedence college in (Human Resource).**
- **Degree Completed from Cognizant college of commerce, Ameerpet, Hyderabad.**
- **Inter Completed from Sultan Ul Uloom at Punjagutta, Hyderabad.**
- **S.S.C. Completed from St Augusteen High School at Banjara hills, Hyderabad**

ORGANIZATIONAL EXPERIENCE

CONNEQT BUSINESS Solutions Ltd, worked as a Customer Service Representative

from July 2019 to August 2021,

ATRIA CONVERGENCE TECHNOLOGIES (ACT Fiber Net) India Ltd, worked as a Customer Service Representative (Tech support) from Oct 2021 to Nov 2022,

FOUNDEVER India Ltd, worked as a Customer Service Representative from Nov 10th 2022 to June 04th 2025.

Responsibilities: -

- ➔ To manage inbound and outbounds calls and for clients like Andhra bank, Union bank of India.
- ➔ Worked as debt collector recovering overdue payments on behalf of a company or agency. While some of the skills overlap with customer service like Communication Skills, Negotiation Skills, Patience and Empathy, Problem-Solving and Conflict Resolution.
- ➔ Worked for Domestic & International voice processes. Familiar with United States and Indian market.

Achievements

- Received the Reward and Recognition for the best Customer Service Representative in all the companies.

➔ Strengths;

- Quick Learner
- Easily adapt with any kind of Environment.
- Ability to work in team
- Enthusiastic to learn new things
- Good at personal relations
- Positive Attitude

→ **Technical qualification :**

- Operating Systems : Windows 10X & XP
- Software Applications : MS-Office, Excel, Power point & CRM

PERSONAL DOSSIER

Name : Syed Abdul Dastagir

Date of Birth : 13 Sep 1996

Gender : Male

Nationality/Religion : Indian/Muslim

Marital Status : Married

Address : Plot No. 8-2-603/b/34/82/a,
Zehra nagar, Road no 10,
Banjara Hills,
Hyderabad-500034.

Declaration:

I do hereby affirm that the aforementioned particulars are true and correct to the best of my knowledge and belief.

(Syed Abdul Dastagir)