

# Taffazul Ahmed Farooqui

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## Experience Summary:

- **Eram Tours and Travels**  
Customer Service / Transport Coordinator.
- **Borders Book Store, DUBAI & OMAN.**  
I.T. Assistant, Inventory, Back office and Data Entry.
- **Apex Advanced Technology.**  
Data Entry Verifier.

## TECHNICAL STRENGTHS:

1. ERP SYSTEM. B2B & Online Websites.
2. MS Office. Windows, Operating System.
3. Typing Higher can type 60 wpm.
4. Computer Hardware.

## STRENGTHS:

Self-Confident & Optimistic, Hardworking, Keen & Quick to learn, Open to feedback & flexible, Sociable & polite, Team work & Team coordinator

## PERSONAL PROFILE:

National : Indian  
Visa Status : Visit  
Languages : English & Hindi

## ACADEMIC PROFILE:

- Passed S.S.C. from Eminent High School, Hyderabad. 1995.
- Passed Inter 2<sup>nd</sup> Year from St. Joseph Jr. College Hyderabad in 2000

**CAREER OBJECTIVE:** To climb up the organizational ladder with my hard word, perseverance, dedication and diligence and to enrich myself with each professional experience either working individually or as an integral part of a team.

## **Customer Service Executive / Transport Coordinator.**

### **Eram Tours and Travels (Online Services)**

- Clarifying customers' and clients' requirements and recommending the appropriate solutions.
- Reviewing own sales performance aiming to meet and exceed targets.
- Dealing with customer queries and complaints.
- **Submitting Indian Passport New & Renewal.**
- Submitting all application online on the government portals as well as private.
- **Submitting all the online Govt. and private forms & Applications. (Registration, License, Labor License, School & College fees) through, Debit, Credit Card, and net banking etc.**
- Knowledge of **UAE** Renewal ID card and Visa of Emirates through **(ICA & GDFRA)**
- Receiving Payments using the Debit Credit Card and Online channels.
- Maintaining good healthy relation with customers.
- Sell relevant products and services.
- Book travel arrangements ticket issuance, Re-issuance, Blocking and the Cancellation process.
- Order office supplies.
- Dealing with airline customer support for PNR issues of any other compensation.
- Follow-up with refund for the customer support if any cancellation.
- Providing advice about visas or passports.
- Makes arrangements of tickets for travel by air, rail and bus on B2B Portal.
- Helping customer plan, choose and arrange their holiday.
- Work to a budget set out by whoever is planning for holiday.

**I.T. Assistant, Inventory, Back office and Data Entry.**

**Borders Book Store Almayya Group**

**Dubai United Arab Emirates & Muscat, Oman.**

**Jul 2006 – Oct 2011**

- Serves end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities.
- Setup network printers/copiers/scanners, access points, switches and router.
- Setup router, switches LAN, WAN, Printer network and wireless connection.
- Performs Hardware and Software maintenance duties.
- Responsible in receiving new IT equipment's, performing minimum operational tests and installing standard program before delivering to the end-users.
- Conducts training to staff and management for new software.
- Resolving the Cash Counter Queries, Overcoming the Problems arrived in Point of Sales (POS).
- Overall in charge in IT-related matter needed by the company in technicalities and software installation.
- Making Import Purchase Orders & Local Purchase Orders.
- Inwarding goods from Local & International Suppliers.
- Updating & Generating New Item Master.
- Generating In house & Supplier Barcodes.
- Local Receiving & Returns updating in system daily wise and giving report to Accounts Dept.
- Generating Daily Sales Report for current store & reporting to bosses.
- Generating Reports from the system Department & Section wise sales, slow moving items contribution.
- Transferring goods from Store to Ware House.
- Updating the buyers by giving reports like bestselling titles, Replenishment, Availability stock category wise in ware house & stores etc.,
- Generating Daily Sales Report as per location wise.

**Data Entry Verifier/Computer Operator**

**Apex Advanced Technology |Hyderabad, India.**

**Oct 2000 – Oct 2005**

- As a Data Entry Verifier I have to key 60 to 70 WPM & Verify the data which was coming from the first parse of the Data Entry Stage. In this stage I have to rectify the errors and mismatches which are done by Entry Operators, and I have to produce the data with 99.995% accuracy level, because this is the second & final level of keying.
- Analysis of Data sends by the customer through the tiff files & extracting the abstracts, and important information prescribed by the customer.
- Responsible to complete the work in the specified deadline.