

Curriculum Vitae



MOHAMMED ADIL
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Location: Hyderabad, India

Career Objective:

I am a motivated and results-oriented professional with a strong background in customer service, sales, and financial transactions. With excellent communication skills, attention to detail, and a proactive approach, I aim to contribute to the success of an organization by delivering exceptional service and supporting team objectives. I am eager to leverage my experience and skills to take on new challenges and contribute to the growth and success of the company.

Education:

B.Com Computers from Synergy Degree College, Hyderabad, India
14/06/2016 – 27/09/2019

Intermediate Education from Loyola Academy Junior College, Hyderabad, India
05/06/2014 – 28/04/2016

Secondary Education from SPS High School, Hyderabad, India
10/06/2013 – 20/04/2014

Professional Experiences:

TRANSACTION RISK INVESTIGATOR (Contract Role)

Amazon, Hyderabad, India
(03/06/2024 – 03/12/2024)

- Analyzed suspicious transactions to mitigate risks and prevent fraud.
- Implemented preventive measures to safeguard business operations.
- Delivered excellent customer support while adhering to compliance policies.
- Collaborated with cross-functional teams to enhance fraud detection systems.
- Prepared detailed investigative reports and maintained accurate documentation.

SHIPPING AND DELIVERY SUPPORT ASSOCIATE (Contract Role)

Amazon, Hyderabad, India

12/06/2023 – 09/12/2023

- Processed shipping orders and ensured timely delivery of products.
- Handled customer inquiries related to shipping via phone and email.
- Collaborated with the warehouse team to optimize stock levels.
- Resolved delivery issues such as package tracking, address corrections, and delivery attempts.
- Coordinated with delivery drivers to enhance delivery efficiency.
- Maintained compliance with shipping and safety procedures.
- Assisted in updating and maintaining accurate shipping records and documentation.
- Provided feedback to improve shipping processes.
- Supported customers throughout the shipping and delivery process.
- Participated actively in team meetings and training sessions.

ACCOUNTS ASSISTANT

Limra Enterprises, Hyderabad, India

15/03/2021 – 31/05/2023

- Managed daily cash transactions with accuracy.
- Operated point of sale system for various payment methods.
- Provided excellent customer service and addressed inquiries.
- Maintained detailed records of transactions and receipts.
- Conducted daily cash reconciliation and resolved discrepancies.
- Generated and submitted timely financial reports.
- Ensured secure handling of cash and implemented security measures.
- Collaborated with colleagues and other departments.
- Executed end-of-day procedures, including deposit preparation.
- Stayed updated on financial regulations and company policies.

CUSTOMER SERVICE ASSOCIATE

Amazon (Contract Role), Hyderabad, India

14/09/2020 – 10/03/2021

- Handled customer inquiries via email and calls, ensuring a customer-centric approach.
- Investigated and resolved account-specific issues related to book shipments.
- Reported trends and customer concerns to Customer Care Leaders.

- Assisted customers with pre-order questions, promotions, and online ordering.
- Addressed and resolved post-order questions about shipping, billing, and delivery.
- Conducted general administrative duties as assigned, maintaining thorough communication.

CASHIER

**KLM Shopping Mall, Hyderabad, India
(09/07/2019 – 20/08/2020)**

- Processed cash and credit card payments accurately and efficiently.
- Assisted customers with purchases, pricing queries, and product selection.
- Enrolled customers in loyalty programs and facilitated coupon eligibility.
- Stocked shelves, maintained merchandise displays, and ensured product availability.
- Provided training to new staff members on operational procedures.
- Delivered exceptional customer service by addressing and resolving customer inquiries.
- Followed all cash handling and loss prevention procedures.

Digital Skills:

Microsoft Excel, Microsoft Word, PowerPoint, Email and Instant Messaging, Web-based Research

Personal Skills:

Team Collaboration, Time Management, Effective Communication, Analytical Thinking, Problem Solving

Personal Information:

Date of Birth : 28/12/1997
Nationality : Indian
Religion : Islam (Muslim)
Marital Status : Single
Languages Known : English, Urdu, Hindi, Telugu

Declaration:

I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.

Place: Hyderabad

Date: