

MOHAMMED ABDUL JAVEED

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Professional Summary

Accomplished professional with expertise in client success strategies and dispute resolution. Demonstrates strong leadership and management skills, enhancing customer satisfaction through effective communication and positive techniques. Proficient in e-commerce operations, CRM systems, and live chat management, with a proven track record of achieving key performance indicators. Committed to mentoring and training teams while managing online transactions efficiently. Career goals include furthering expertise in business processes to drive organizational success. Offering strong communication and problem-solving skills, combined with background in customer interaction and support. Knowledgeable about handling inquiries, resolving issues, and maintaining customer satisfaction.

Work History

- **Amazon Development Center, India.** 27/03/2017 - 07/07/2025
Senior Customer Support Associate/lead Amazon.co.uk.
Worked in the advance payments and gift cards escalation team for Amazon.co.uk.

Key Job Responsibilities:

- Resolved escalated inquiries regarding retail, digital, payments, and gift cards via multiple platforms.
 - Delivered exceptional post-order sales services and customer relationship management for European and UAE markets.
 - Simultaneously handled dual chats and emails, reducing customer wait times significantly.
 - Supervised and trained cross-skill teams as SME, supporting Amazon sites across various regions.
 - Achieved Key Performance Indicators including First Contact Resolution (FCR) and Customer Satisfaction (CSAT).
 - Collaborated with logistics, payments, and technical support to address escalated customer complaints.
 - Identified trends in repeated customer issues and reported findings to management for service improvements.
 - Actively participated in training sessions to enhance team knowledge of new tools and policies.
 - Increased client retention rates through proactive issue resolution strategies.
 - Utilised conflict-resolution skills during escalated calls which led to satisfactory outcomes.
 - Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
 - Answered 50 + chats, emails and calls per day with professionalism.
 - Demonstrated empathy and patience whilst dealing with upset customers, improving their experience overall
- **Amazon Development Center, India.** 11/08/2014 - 28/10/2015

Customer Support Associate Amazon.in

Key job responsibilities:

- Resolved customer inquiries via chats, phone calls, emails, and Message Us for Amazon India.
- Increased client retention rates through proactive issue resolution strategies.
- Collaborated with departments to enhance efficiency in issue resolution.
- Fielded complex product inquiries to improve customer understanding.
- Prioritized tasks effectively under pressure while delivering high-quality service.
- Escalated critical issues to department heads to prevent further complications.
- Provided management with timely feedback to drive process improvements.
- Managed difficult situations with composure, resulting in positive customer feedback.
- Answered 50 + live chats, emails and calls per day with professionalism.

Education

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| • Kakatiya University
Master of Business Administration (Finance)
66% | Jul 2008- Jun 2010 |
| • Kakatiya University
Bachelor of Commerce
69% | Jun 2004- Jul 2007 |

Skills

- Customer Relationship Management
- Service Software, e.g., Zendesk, Salesforce
- Team Leadership & Mentoring
- Conflict Resolution & Problem Solving
- Communication Skills in English and Arabic both Verbal and Written
- Customer Centricity and KPI achievement
- Performance Metrics & Reporting
- Technical Expertise, e.g., CRM Systems, Call Center Operations
- Quality Assurance & Feedback Management
- Microsoft Office and internet applications proficiency
- E-commerce operations and order management
- AI and Chatot experience

Achievements & Awards

- Managed, supervised and supported many cross skill teams and new hires as an SME and as a trainer increasing efficiency by 95% and assisted other Amazon sites like Amazon USA, Italy, Germany, Singapore, Ireland and UAE and efficiently trained and mentored the team members in resolving customer inquiries and achieving 98% resolves.
- Recognized and received many awards and recognitions during my tenure at Amazon Development Centre as a five star performer in achieving all the KPIs above 96% in overall customer satisfaction customer and relationship management, retention and overall customer experience.