** Resume**

**Mir**

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**Objective:**

Seeking a challenging and rewarding position as a Customer Service representative that will give me an opportunity for professional growth in an environment where I can utilize and enhance my knowledge and experience to achieve personal goals and make a meaningful contribution to my employer.

**Profile:**

* An energetic, self-motivated, highly organized, detail oriented team player committed to Company’s mandate.
* Excellent interpersonal, communication and presentation skills, both within the organization and externally.
* Experienced in successfully working in a multi-cultural environment, resolving problems and guiding people thru stressful situations.
* Highly motivated and administrative strengths supported with good public relation skills.
* Strong work ethics, willing to go above and beyond to ensure continued success.
* Open to new ideas and methods and able to implement changes easily.

**Professional Experience:**

**Myntra.com: Bangalore (A leading E-Commerce Company) December 2014 to Present**

**Customer Service Representative**

* Responded promptly and answered/resolved customer inquiries and complaints.
* Investigated and resolved service issues and/or product problems.
* Managed customers’ database accounts, performed customer verification and processed applications, orders and requests.
* Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
* Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
* Supplied customers with written responses and information and followed up on customer communications.

**Serco: (A leading DSA for American Express Credit Cards) August 2013 to December 2014**

**Customer Service Representative**

* Achieving sales target by given leads and cold calls through Market visits and offices.
* Maintaining strong relationship with the employees of the leading MNC's and Local sector groups.
* Opening CASA A/C Selling credit cards, upgrading of debit cards, personal loans and etc.
* Re-established and maintained strong business relationships with excising account holder.
* Related strategies and activities to promote new business opportunities.
* Recover funds that haven't been paid back. Accounts that are delinquent are sometimes sent to the recovery department.
* Responsible for the independent management of a client portfolio, solicit, negotiate and close opportunities.
* Reviewing client files, to review and approve or reroute client transactions.
* Achieving branch sales goals through new business sales, referrals and retention of account relationships.
* Initiatives within the branch to achieve goals and targets.
* Achieving sales target by given leads and cold calls through hotels, showrooms and offices.
* Expected to participate in community affairs to increase the Bank's visibility and to

 Enhance new and existing business opportunities

**V5: (A leading DSA for Lenovo India Private Ltd) July 2012 to August 2013**

**Customer Service Representative**

* Listening to customer requirements and presenting appropriately to make a sale;
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails;
* Cold calling to arrange meetings with potential customers to prospect for new business;
* Responding to incoming email and phone enquiries;
* Acting as a contact between a company and its existing and potential markets;
* Negotiating the terms of an agreement and closing sales;
* Gathering market and customer information;
* Representing their company at trade exhibitions, events and demonstrations;
* Negotiating on price, costs, delivery and specifications with buyers and managers;
* Challenging any objections with a view to getting the customer to buy;
* Advising on forthcoming product developments and discussing special promotions;
* Creating detailed proposal documents, often as part of a formal bidding process which is largely dictated by the prospective customer;
* Liaising with suppliers to check the progress of existing orders;
* Checking the quantities of goods on display and in stock;
* Recording sales and order information and sending copies to the sales office, or entering figures into a computer system;
* Reviewing your own sales performance, aiming to meet or exceed targets;
* Gaining a clear understanding of customers' businesses and requirements;

**Professional Development:**

* **Radiance College of Commerce June 2010 –May 2015**

Bangalore, India

* **+2 State Syllabus** **June 2006- March 2008**

AJS Nidhi Higher Secondary School Chennai, India

* **S.S.L.C. June 2005 -March 2006**

AJS Nidhi Higher Secondary School Chennai, India

**Workshops & Training:**

* Certified from Myntra.com for having successfully completed the new hire training program.

**Extra Activities:**

* Certificate of merit by Zonal Level Sports and Games for Volley Ball.
* Received appreciation for world class service provided to customers.
* Certificate of appreciation by Lions Clubs International for Aids awareness rally.

**Technical Skills:**

* Analytics: Google analytics
* Office Applications: Word, Excel
* Business Accounts

**Language Proficiency:**

* English, Hindi, Tamil, Urdu and Kannada.

**Personal Information:**

* Marital Status : Single
* Date of Birth : 27-12-1989
* Nationality : Indian
* Visa Status : Visit Visa ( March 15th 2017 )
* References : Upon request