|  |  |
| --- | --- |
| C:\Users\HEMU\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled.jpg  | **Hemant** E-mail: hemant.345089@2freemail.com Karama.Dubai UAE |
| **Customer service Executive/Retail sales**  |
| Dedicated, Multifaceted, *Professional with over 8 years of experience*, in Customer Service, Document Controller, Data Entry and Administration with diverse business environments that demand strong organizational, technical and interpersonal skills. Possess strong communication skills, an ability to interact with cross-functional departments, with the high degree of professionalism, discretion and problem resolution capabilities. Quick learner, Self-motivated, Result oriented person, with proven record of growth and achievement. Seeking a challenging position with a dynamic organization that welcomes initiative, dedication and demands excellence in consistently meeting business objectives and exceeding standards. |
|   | **Core Competencies** |   |
| * ***Excellent Training Skill5***
 | * ***Excellent Communications Skills***
 | * ***Inter-personal Skills***
 |
| * ***Customer Service***
 | * ***Cross-cultural Communications***
 | * ***Team Player***
 |
| * ***Listening Skills***
 | * ***Customer Relation and Retention***
 | * ***Retail Sales***
 |
| * Highly determined and a multifaceted person, with a vast knowledge on Indian Passport & Visa applications
* Delivers training to newly hired staffs within the organization of the same department, eminent interpersonal skills and excellent Communication Skills.
* Expert in handling customer inquiries, complaints and providing a solution.
* Expert in telephone etiquettes i.e Greet customers, Building Rapport, listening, clarify and manage conversational flow.
* Manage upset and irate customers, conflicts and challenging situations.
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|   | **Professional Experiences** |   |
| **Retail Sales –** 28th Dec 2014 – 27th Oct 2016**Hyperpanda**Dammam Saudi Arabia.**Hyperpanda** is a chain of Malls/ Departmental Stores based in Saudi Arabia. * Maintaining Stock.
* Taking care of the Daily\Monthly inventory of the products.
* Training New Joinees .
* Cashiering & Price Tagging.
* Keeping update of the price change & validity of products.
* Handling Customer Queries.

**CUSTOMER SERVICE REPRESENTATIVE - (Dec 2013 – Nov 2014)****Trackmail International BPO*** **Third Party collections.**
* **Handling Inbound/Outbound Calls**
* **Handling Collection for USA Process.**

**Bank Advisor service** (Oct 2012 to Dec 2013)**Sundaram BPO****SUNDARAM** BPO/KPO DEALS WITH ICICI PRUDENTIALS FOR APPLICATION VERIFICATION FOR INSURANCEMumbai, India.* Verification of applicant’s documents for processing various type of insurance.
* Handling team of 20 executives.
* Following up with the executives about customer’s document status.
* Conducting daily meetings for follow ups, products.
* Maintaining quality levels & giving feedback.
* Motivating Team members to achieve daily targets.
* Conducting On Job Training for new joinees.
* Conducting Interviews for recruitment purposes.
 |
| **Customer Service Team Leader (Aug 2010 – Aug 2011)**INTELENET SPARSH BPO/KPO * Handle customers queries over telephone.
* Respond promptly to customer inquiries.
* Handling team of 25 agents.
* Maintaining call quality on regular basis.
* Maintaining AHT & CIQ for the team.
* Keep records of customer interaction and transaction.
* Communicate and coordinate with internal Management.
* Follow up on customer interaction
* Manage administration
* Follow up comments, complaints and suggestions
 |

**TEAM LEADER (March 2006 – June 2009)**

Adevntity/Sutherland

 • Handling 1st party collections

 • Team Leader: Handling team of 12 agents

 • Debt Collection.

 • Training new joinees

 Qualifications

•Higher secondary cleared from Mumbai University 2005-2006

 Computer Skills

* MS Office Word, Excel, PowerPoint.
* Typing Speed – 40 words per minute
* Internet/Outlook/Windows XP

Summary of skills

* Fluency and Perfection in spoken and written English
* Trained in 3rd party collections
* Strong People Management and oral communication skills
* Trained for customer service to help customers in there queries
* Trained in USA accent to deal with customers.

Language Known

 English (Read, Write, & Speak), Arabic (Speak), Hindi (Read, Write, & Speak), Marathi (Read, Write, & Speak), Gujarati (Read, & Speak),

Additional information

* Language Known English, Arabic, Hindi, Marathi, Gujarati.
* Date of Birth 17th Sept 1987
* Marital Status Single
* Gender Male
* Visa Status Visit