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| C:\Users\HEMU\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Untitled.jpg | **Hemant**  E-mail: [hemant.345089@2freemail.com](mailto: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. | | | | | |
|  | | **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 INSURANCE  Mumbai, 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