Shawn

Shawn.360822@2freemail.com

**BRIEF SUMMARY OF PROFILE & STRENGTHS**

**Toutilize my skills, coupled with my sound customer service experience towards**

**achieving a challenging career in any growth oriented & leading edge organization**

**which recognizes & values individual contribution & provides opportunities for**

**mutual growth & advancement.**

**CAREER HIGHLIGHTS**

**RASPBERRY MANPOWER ACTIVATION**

**SALES EXECUTIVE& COORDINATOR**

**(May 2016-March2017)**

* **Worked as a sales executive for different brands of alcohol like Royal Stag, Chivas Regal, Indus Pride and Absolut.**
* **There were different outlets to be covered every week wherever there were majority sales happening for that specific brand.**
* **Approached customers to inform them that there were specific schemes on that particular brandinorder to boost sales.**
* **Worked as a coordinator too and helped the company with increasing the manpower by getting others sales executive to join our company.**
* **Was paid on commission basis in addition to the monthly salary.**

**TECH MAHINDRA BUSINESS SERVICES**

**CUSTOMER RELATIONS ADVISOR**

 **(JUNE 2015-MAY2016)**

* **Worked as a customer relations advisor for one of the best network services in the United Kingdomknown as Three.**
* **Helped customers with upgrading to a new mobile or a sim card contract.**
* **Explained the features and benefits of a particular smartphone or package by relating it to their daily life.**
* **Also helped customers in cancelling their contracts if couldn’t be retained**

**inspite of various rebuttals.**

* **Additionally sold insurance as well as additional contracts for friends &**

**family as well as for personal use.**

* **Helped the team in achieving the targets as well as maintained an amazing**

**netpromoter score by providing excellent and effective customer service.**

* **Always strived hard to provide first call resolution.**

**FIRST SOURCE SOLUTIONS LIMITED**

**SENIOR CUSTOMER SERVICE ASSOCIATE**

 **(OCTOBER 2013 –MAY 2014)**

* **Worked as a senior customer service associate for a well-known**

**Telecommunicationcompany which servesthe United Kingdom known as Sky UK.**

* **The process was called as Sky Live Web chat for TV Help.**
* **Helped customers in understanding their bills clearly.**
* **Also assisted customers in installing their set top box.**
* **Handled two chats at the same time with different queries and also provided the customers with step by step guidance for solving their technical issues.**
* **Worked as a team in achieving the targets and in maintaining a consistent performance.**

**ACADEMIC CREDENTIAL**

* **Completed Bsc.IT from Mumbai University in 2016.**
* **Completed HSc from St.Andrews College Mumbai in 2011.**
* **Completed SSc from St.Annes High School in 2009.**

**PERSONAL INFORMATION**

**Date of Birth: 25thApril, 1993**

**Nationality: Indian**

**Marital Status: Single**

**Languages known: Fluent English & Hindi**

**DECLARATION:**

**I declare that the information provided is to the best of my knowledge .**