Mahesh

Sr. Associate – Sales – Customer Service & Finance

**Mahesh.371839@2freemail.com**

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| **C:\Users\Sandy-PC\Desktop\mahesh.jpg**Personal Details: **Date of Birth**: 26-January-1989**Marital Status:** Married**Nationality:** Indian**Languages :** English, Kannada, Hindi, Telgu.Personal Strengths * Self Confidence.
* Excellent Communication Skills.
* Ability to learn Fast.
* Enthusiastic & Optimistic
* Ability to work effectively with others to resolve customer complaints.

Career Objectives Seeking a better position to utilize my skills and abilities in an organization which offers Professional growth being resourceful, Innovative and flexible. To build a long-term career with the organization for career growth. * To keep up with cutting edge of customer service and sales.

To enhance my professional skills in a dynamic and fast paced workplace. To solve problems in an effective/creative manner in a challenging position. Seeking a responsible job with an opportunity for professional challenges.Summary:* Dedicated Sales & Customer Service Representative motivated to exceed sales & maintain customer satisfaction and contribute to company success.
* Proven ability to establish rapport with clients and exceed the given targets.
* Reliable and driven with strong time management and prioritization abilities.
* Currently seeking a position which will utilize all skills, abilities and areas of expertise as follows.

Skills:**Selling Skills ….****Listening ….****Anticipating Customer Needs : …****Tracking Frequent Customer : ….****Confident & Friendly : ….****Proficient in MS : …****Product Knowledge  ….****Brand Awareness : ….****Customer Service : ….****Bonding Skills ….** |  Recognition & Achievements* **Star performer** of the quarter
* 7 times **call quality topper**  & 5 times **overall quality topper**
* Only person to achieve **100% data quality** for the past 11 months
* 2 times **Top Performer** of the month
* 1 time **Best caller** & 1 time **Wow Caller**
* Only person to achieve **100% on VERSANT Test**
* Awarded as a **RISING STAR** by the Learning and Development Team

 Academic ProfileSSLC from SSM High School - Bangalore – India [ 2004 passed]Pre-University from Peenya PU College - Bangalore – India [2011 passed]BCOM from Manav Bharti Univeristy- Solan – India [ 2013 to 2016]Work Experience:**Envoy mortgage India Pvt, Ltd, Bangalore Date: May-2016 – July-2017****Designation: Senior process Associate [Mortgage Insurance & Closing]****Roles and Responsibilities:*** Design and implement effective marketing strategies to sell new insurance contracts or adjust existing ones
* Contact potential clients and create rapport by networking, cold calling, using referrals etc
* Prepare reports to shareholders on the success of your business endeavors
* Uploading the financial documents to the image flow and informing the branch
* Reviewing the Paystubs and W2’s and validating it.
* Responsible for validating the business licenses and Schedule C on the tax returns and verify based the on the information provided.
* Validating the 1099 checks from the Contract Employers.
* Calling the Employer and requesting for a secured fax line number.
* If the details are incomplete, will follow up again and get the report filled.
* Maintaining the Call, data quality along with the SLA.

**Key Accomplishments:*** Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
* Became the lead “go-to” person for new reps and particularly challenging calls as one of the company’s primary trainers of new and established employees.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

 **Esteem Mobiles India Pvt, Ltd, Bangalore - Date: August 2010 – October 2015** **Designation: Senior Associate – Sales – Customer Support – ZTE Phones** **Roles and Responsibilities:*** Responsible for providing Customer Service to the US customers
* Preparing the financial reports and sending it to the customers
* Handling after sales finances
* Technical & Customer Support based process
* ZTE phones cross sales in the US market
* Train the new batches on soft skills & Process
* Sending reports to the Leads explaining about the team’s performances

**Key Accomplishments:*** Recognized as “#1 Customer Service Rep” (out of 20 reps in division) in Fall 2012. Ranking was based on accuracy, customer service, duration of calls and availability.
* Co-developed on-the-job training program that reduced training time from eight weeks to five.
* Contributed to an 8% sales increase in 2013 by improving lead-generation and sales-tracking techniques.
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
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 **VISA EXPIRY : 2ND SEPTEMBER 2017**