Mahesh

Sr. Associate – Sales – Customer Service & Finance

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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 Profile  SSLC 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. |

**VISA EXPIRY : 2ND SEPTEMBER 2017**