**N****i****l****e****s****h**

**Email**: [nilesh.375149@2freemail.com](mailto:nilesh.375149@2freemail.com)

**OBJECTIVE**

To obtain a challenging position in a high quality environment where my resourceful experience and academic skills will add value to organizational operations.

**PROFESSIONAL STRENGTHS**

* Over four years of experience in the mentioned field
* Highly proficient in handling customer care services and sales
* Possess excellent communication and interpersonal skills
* Ability to deal professionally with a number of external and internal customers
* Quick learner, creative problem solving skills
* Ability to adapt to new processes within limited time frame
* Familiar with basic operating systems like Microsoft Outlook, Office and the Internet
* Self-motivator and ability to work in a fast paced work environment
* Ability to convince and satisfy customers
* Excellent team player with good listening skills

**PROFESSIONAL EXPERIENCES**

**FIRST SOURCE SOLUTIONS LIMITED.**

**FEB 2012-SEPT2016**

**Customer Service Executive**

* Sky TV talk and broadband process.
* Handling prospect customers and ensuring the sale is closed on the first call.
* Helping the existing customers upgrade their package for existing customers.
* Offering the best deal and value for the products to retain the customers looking to switch from SKY.
* Cross selling, updating the changes on the Customer service portal as per the process norms.
* Prepares daily reports on the daily activities of Customer Care team.
* Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner
* Responsible for providing administrative support to customer service team
* Responsible for maintaining and developing relationships with the clients
* Shared best practices and knowledge with colleagues and teams helping achieve the sales targets

**COMPUTER PROFICIENCY**

* **MS Word MS Office, Internet, PowerPoint.**
* **Knowledge of Computerised Reservation System (AMADEUS)**

**EDUCATION/CERTIFICATIONS**

* **Graduated with IATA course, IITC mumbai, 2017**
* **Diploma in International Airline and Time Management, 2017**
* **H.S.C.,** Mumbai University, 2011
* **S.S.C.,** Maharashtra Board, 2008

**Hobbies**

Writing blogs, Volunteering for trekks and camps, Net Surfing.

**PERSONAL INFORMATION**

**Languages known:** English, Hindi, Marathi and Gujrati

**References:** Available on request

**Nationality**: Indian

**Date of Birth:** 10.07.1992

**Gender**: Male

**Visa Status :** Visit

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**DECLARATION**

I hereby declare that all the details furnished above are true to the best to my belief.

**Nilesh**