

**ASHPAK**

 Email: ashpak.391276@2freemail.com

**Customer Service Executive -- Sales**

**S U M M A R Y**

Resourceful Call Center Executive - Sales who consistently meets and exceeds productivity goals. Proven capacity to troubleshoot issues to resolve issues quickly and also pitching for sales. Maintains a high level of professionalism, patience and efficiency to maximize customer satisfaction and increase customer loyalty.

**H I G H L I G H T S**

Strong verbal and written communication skills.

Conflict resolution over phone both inbound and outbound, email and live chat. Capable of multitasking, prioritizing and time management skills.

Closure of sales deals over the phone bringing in more customers for the company’s growth.

Detail oriented and telesales skills. Good telephone etiquette.

Polite, knowledgeable and friendly.

Well-disciplined and can work well under pressure with the team.

**E X P E R I E N C E :**

**C usto m er S er v ic e Executive.**

**O c t 20 1 8 – A pr i l 2 0 1 9**

Experience in insurance sales handling UAE customers. Led company in promoting marketing for new business and renewals.

Types of insurance included motor, home and travel insurance. Processed applications, deal closure, endorsements, renewals, follow ups and rewrites, cancellations, in and out mail and payments.

Sales target attained for the company with excellent convincing skills and by maintaining good customer relationships.

Cross selling techniques. Inbound, e-mail and outbound call support with issuance of policies. Also cancellation and modification to the policy taken care.

Managed high number of emails with tact and professionalism. Defused irate customer situations calmly and courteously.

**Cu stomer Service Exe cutive Ae gis Ltd . Bengaluru, India**

**Dec 2014 - July 2018**

Experience in providing excellent customer care and ensuring the best travel and accommodation were provided for the customers.

Provide accurate and appropriate information to customers regarding flight policies, hotel policies and local attractions.

With great convincing skills I was able to exceed the targets and the sales rate set for the company.

Upselling and cross selling techniques by pitching for ground transportation and other recreational activities.

Responded to the requests of the guests including booking transportation to and from the airport, to ensure all needs were properly handled.

Asked to monitor calls for new agents and offer constructive criticism. Experience with an online booking system.

**E - commerce Customer Sup port Exe cutive Myntra . com, Bengaluru, India**

**Jan 2013 – Dec 2014**

Email, chat and outbound call support for an e-commerce platform assisting customers both English and Hindi, with order, cancellation, return and delivery related issues of online store products.

Addressed and resolved customer product complaints empathetically and professionally.

Managed high number of emails with tact and professionalism. Met or exceeded service and quality standards for the company. Defused irate customer situations calmly and courteously.

Contributed to the annual store sales.

Upselling and cross selling techniques by pitching for higher subscription and other magazine subscription.

**Oct 2011 – Sep 201 2 Cu stomer Service Ex ecutive | Aegis Ltd . India**

Excellency in dealing U.S customers regards to the order, cancellation and queries of TIME Magazine.

Worked as a full time customer service executive in a high volume call centre. Received well positive customer service results.

Speed on calls was maintained with accuracy in information. Defused irate customer situations calmly and courteously.

|  |  |
| --- | --- |
| **E D U C A T I O N** |  |
| **Higher Sec ondary Scho ol** | **2012** |

National Institute of open schooling. Chittoor, Andhra Pradesh.

**S S L C** **1 9 9 7**

Little Rock Indian School (CBSE), Brahmavar, Karnataka.

**L A N G U A G E S** : English, Hindi, Urdu and Kannada.

**R E F E R E N C E S :** Mohammed Naseem, Sharjah Islamic Bank, Mobile: 0554877475

**P E R S O N A L D E T A I L S**

|  |  |  |
| --- | --- | --- |
| Date of Birth | : | 28-04-1981 |
| Nationality | : | Indian |
| Marital Status | : | Married |
| Visa Status | : | Visit Visa |
| Visa Expiry | : | 03-09-2019 |
|  |  |  |
|  |  |  |