ANTHONY ****

Dubai , UAE.

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ObjectiveA customer/client service role with a challenging environment in dynamic
Company/organization and to excel in a sales and a customer service industry.
To help a company grow and shine with the help of my customer service/sales
Skills.

Value Profile - Briefly I like to inspire instead of manage.
⮚A self-motivated professional and results-orientated customer service specialist with over
6 years experience in the customer service industry.
⮚Workaholic behaviour with a cheerful winning attitude and creating a fun and friendly
work environment.
⮚Can positively motivate and influence my colleagues.
⮚Can take initiative, work under pressure & balance assignments with work and fun.
⮚Have proven my ability to manage a high volume workload in a calm and
⮚Holding a strong sense of urgency and ensuring customer satisfaction and improved
customer retention levels and loyalty.
⮚Can understand and respond to a British, American, Australian and Neutral
English accent.
⮚A committed team member who consistently achieves customer service goals and adds
significant value to the bottom line.

Roles and responsibilities⮚Answer calls professionally to provide information about products and services,
⮚Assist with placement of orders, refunds, exchanges and cancellations.
⮚Handling and resolving customer queries/complaints via phone, email, or chat and
provide appropriate solutions and alternatives with follow up to ensure resolution.
⮚Greet customers warmly and ascertain problem or reason for calling.
⮚Generate sales lead. Maintain excel stats, sales records and leads.
⮚Identifying and assessing customers’ needs to achieve satisfaction (NPS).
⮚Provide accurate, valid and complete information by using the right methods/tools.
⮚Keeping records of customer interactions, process customer accounts and file
⮚Follow communication procedures, telephone etiquettes, guidelines and policies.
⮚Take the extra mile to engage customers and generate positive customer satisfaction
surveys.
⮚Share daily/weekly reports with the team, for the management.

Professional Experience

Sr. Customer Service Executive (Sales/Retentions/Customer Service)

Sutherland Global Services (U.S Process) – Location: India
April 2011-July 2013
•Helping customers with their PC related problems which includes Virus related problems, Hardware & Software issues
•Also retaining the existing customers who wants to opt out or need a refund by giving them impeccable service.
•Following up with the customers to ensure the quality of service they received and also taking references and leads in order to generate new customers.

Customer Service Advisor (Sales/Retention)Tech Mahindra Business Services Limited – (AUS Process) India
July 2014 – July 2015
•1 year of telephone sales/service advisor for Vodafone-Australia; retaining and helping
diverse customers make easy decisions on buying new prepaid/postpaid phones plans and
broadband connections also build trust contracting with Vodafone by focusing on
positive customer satisfaction surveys and generate business through timely follow ups.
•Perform customer verifications, entered, processed and expedited customer orders.
•Managed product and billing inquiries, complaints and customer escalations.
•Managed shipping issues/inquiries and provided ongoing support to customers and
achieve performance objectives in all areas consistently.
•I have also managed new hire training batches as a loan trainer, supported the newbies on
operation floor and facilitated refresher training sessions for existing sales advisors.
•I have also held briefing session regarding process/product and practiced techniques of
sales and customer management.

Sr. Sales ExecutiveDMM Solutions (US process) - India
October 2015 – October 2017
•2 years of Sales experience in a Technical process.
•Making Outbound calls to the customer and convincing them to change their anti-virus provider with a competitive deals in the market.
•Also helping them with Hardware (i.e Printer, Scanner, Keyboard and Monitor or any external devices) and Software issues.

Service Desk ProfileReliance Corporate (Partner Company : Softenger Pvt Ltd) – India

October 2017 – March 2018

•Working as a Service Desk Executive for TOPS IT Team (PAN India)
•Providing a single point of contact (SPOC) between a company and its customers, employees and business partner.
•Assigning tickets to the right department as per the Escalation Matrix and also making sure to meet the SLA and TAT

**Educational Qualification**

Bachelor in Commerce Degree Certificate (Meghalaya University) in 2011

Higher Secondary Certificate (Mumbai University) in 2006

Secondary School Certificate (Mumbai University) in 2004

Technical Skills✓Microsoft Office (Basics); Word, Excel, Powerpoint and Outlook.
✓Data entry and collation skills.
✓Numeracy and excellent typing skills (40-45 WPM)
✓Basic computer troubleshooting knowledge.

Personal Profile

❖Date of Birth; 22/11/1988.
❖Marital Status; Single
❖Languages Known; English, Hindi, Marathi.
❖Nationality: Indian.

Declaration :
I hereby declare that above statements are true to the best of my knowledge & belief.

Signed: Anthony