

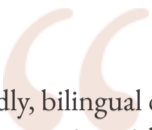


SALIM SHAIKH

Customer Service

Burjuman
+971549982853
Indian

salim78646@gmail.com
Feb 24, 1996



I am a friendly, bilingual customer service representative with many years of experience working in the industry. Detail-oriented professional with positive attitude and excellent verbal and written communication skills. I have extensive knowledge and experience in a variety of customer service softwares. An energetic team player wishing to continue my career ensuring customer satisfaction.

SKILLS

- Excellent written and communication skills
- Creative problem-solving
- Computer skills: Customer relationship management software, data entry and analytical skills
- Time management and oraganizational skills

LANGUAGES

- English — Advanced
- Hindi — Native
- Marathi — Advanced

EXPERIENCE

Client Success Officer

Feb 2022 — Sep 2022

Oxford International Education Group | Mumbai

- Taking students Pre CAS interview and preparing them for Visa interview.
- Conducting 11-13 Pre Cas interviews on daily basis
- Providing Support to the team during intake sessions.
- Proactively participated in meetings and helped create new practices.
- Handled customer complaints with empathy and composure.
- Consistently met my short and long-term targets.

Customer Service Representative

Feb 2019 — Feb 2022

Supr Infotech Pvt Ltd | Mumbai

- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Catering to customer queries and diverting the call to the relevant department.
- Handling a call follow of 80 to 100 calls pan India and registering them.
- Providing and assuring of the service given through follow up.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.

Customer Service Representatative

Sep 2017 — Jan 2019

Europ Assistance | Mumbai

- Handling customer queries, providing required service to customer depending on the type of breakdown in Pan India.
- Maintaining contact with service centers and Pan India based vendors Resolve vendor issues on payment post analysis of the service provided to the customer.
- Handling sensitive social media customer escalations through negotiation and mutual resolution
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensuring customer satisfaction and provide professional customer support.

EDUCATION

Bachelor in Financial Market

Sep 2014 — Jul 2017

Mumbai University | Mumbai