

Feroz Azad Saharab

Mehdipatnam, Hyderabad, India

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SUMMARY

Energetic Customer Relationship Agent with 6 + years of relevant Experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty and increasing customer engagement in International B.P.O Voice / Non Voice / Chat process.

PROFESSIONAL EXPERIENCE

CUSTOMER RELATIONSHIP / SATISFACTION AGENT
06 / 2016 – Present

INDIAN EAGLE PVT LTD

- Provide feedback to training team on possible training enhancements for both Sales and Operations.
- Work directly with all customers, sales and operations to resolve any outstanding issues and get the Itineraries back on track.
- Participate in ongoing development of the Customer Satisfaction Team processes.
- Develops plans and objectives and participates in cross-functional projects to improve operational and Client Satisfaction performance
- Compassionate and patient when dealing with upset customers.
- Document interactions including the reason for potential cancellation.
- Talent for staying calm under pressure.
- Follow department protocol regarding priorities and customer communication.
- The ability to work with all levels of internal staff.
- Analyse and categorize the feedback received, and report the findings in a timely and understandable.
- Resolve 300+ weekly customer inquiries via phone and email, consistently exceeding targets. Pioneered development of improved system for following up with unsatisfied customers.
- Research complicated cases without prompting to provide more comprehensive service to customers.
- Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management.
- Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12%.
- Making 30+ outbound calls per day to follow up with customers who were overdue in their payments etc.,
- Handling Escalation calls of the Passengers who struck at the Airport, Schedule Changed, Time Changed itineraries.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Assisted the sales team for incoming requests for new services.
- Handled escalated and upset calls, maintained and updated the outbound call reports.
- Provided feedback of the customers to the management for improving the services.

CUSTOMER CARE AGENT
09 / 2015 – 04 / 2016

HINDUJA GLOBAL SOLUTIONS

- Resolve customer complaints via Phone, Email, Mail [or] Social Media.
- Use Telephones to reach out to customers and verify account information.
- Inform customer of deals and promotions.
- Utilize computer technology to handle high call volumes.
- Compile reports on overall customer satisfaction.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel orders.
- Assist with placement of orders, refunds, or exchanges.
- Works with management to develop and implement strategic plans, initiatives, and directions. Works with customers and internal teams to resolve issues

PRODUCTION CHEMIST
06 / 2010 – 07 / 2015

PHARMAIDS PHARMACEUTICALS

- Conducted research on currently manufactured products to evaluate and improve quality.
- Adhered to all safety policies, procedures and protocols to ensure operational efficiency.
- Efficiently organized and maintained equipment to keep laboratory productive and safe.
- Restocked laboratory work stations and sterilized surfaces to maintain readiness for any project requirement.
- Coordinated with vendors, sales reps and machine shops for aid in project completion.
- Performed detailed calculations to establish manufacturing, construction, and installation standards and specifications, maintaining 100% accuracy rate.

EDUCATION

NIRMALA COLLEGE OF PHARMACY, J.N.T UNIVERSITY

B. PHARMACY

SKILLS

- The ability to communicate effectively with clients, colleagues and external stakeholders.
- Having a long-term vision and leading a team of other professionals.
- Working effectively within a team to accomplish key objectives.
- The ability to appropriately delegate or assign work and tasks to others.
- Managing other people according to the key principles of leadership and management.
- Supervising junior staff members.
- Providing outstanding customer service at all times and to all customers, including dealing with customer queries and complaints.
- Managing workload, meeting deadlines and being organised at all times.
- Dealing with others in a courteous and professional manner.
- Typing with great speed and high accuracy.

- Excellent verbal, interpersonal and written communication skills.
- The ability to work with all levels of internal staff.
- Establish and monitor Customer Support metrics. Identify key issues and implement methodologies to improve first call resolution.
- The ability to speak comfortably in front of a group of people.

KEY RESPONSIBILITIES

- Excellent verbal, interpersonal and written communication skill.
- The ability to work with all levels of internal staff.
- Establish and monitor Customer Support metrics. Identify key issues and implement methodologies to improve first call resolution.
- Manage ongoing relationships and communication with internal and external Customer Support partners. Monitor and evaluate the effectiveness of Customer Support-related costs.
- Manages customer experience, satisfaction processes and issues at dealership during and after the sales process.
- Provide leadership within the Customer Support team
- Experience in a Quality function is desirable.
- Advanced knowledge of spreadsheet, Power Point, other PC applications.
- Advanced knowledge of word processor, spreadsheet, other PC applications, or mainframe applications to create specialized applications or products of a highly technical nature.

ACHIEVEMENTS

- Awarded as Best Customer Issue Resolving Agent
- Identified as 100 % Target Achiever in Sales department.
- Requested to play a Lead Role in Highly Technical strong Team.
- Awarded as Best Agent in receiving Positive Reviews from Customers.
- Awarded as Good Accent Member in the Escalation Team.
- Promoted as Senior Customer Relationship Agent in 1 year.

PERSONAL TRAIT

Name	Saharab Feroz Azad
Date of Birth	14 th October 1986
Married	Yes
Nationality	Indian

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