

SHEHZAAD ALI SHAIKH

Customer Care Specialist



Career Objective:

Dynamic and customer-centric professional seeking a Contact Service Specialist Profile to utilize exceptional communication skills and sales expertise in providing outstanding customer service and support through online chat or voice channels. Committed to ensuring customer satisfaction, driving sales, and contributing to continuous improvement initiatives in a fast-paced environment.

Professional Experience:

First Source Pvt Ltd. (June 2014 - July 2019)

Senior Customer Care Executive

Process – UK Based British Telecom Plc.

Work Profile : -

- Actively listened to customer's concerns, identified the core issues, and provided step-by-step solutions.
- Utilized our internal resources and collaborated with other departments to ensure comprehensive and timely resolution of customer problems.
- Goal was always to deliver a positive and efficient customer service experience.

Accenture Pvt. Ltd. (Aug 2019 – July 2022)

Customer Care Specialist

Process – US Based Virgin Mobile Plc.

Work Profile : -

- Encouraged customers to make purchases or explore additional products, effectively upselling and cross-selling when appropriate.
- Recommended products or services based on customer needs and preferences, contributing to sales growth.
- Assisted customers with placing orders, processing payments, and resolving issues or concerns efficiently.

CONTACT DETAILS -

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Baniyas Building, First Floor ,
Flat No. 103, Al Muhaihat 1,
Shaikh Ammar Street,
Ajman UAE .

EDUCATION -

Bachelor of Computer
Application (BCA)
IGNOU,Mumbai.

ADDITIONAL CERTIFICATION-

Google IT Certified , TEFL,
DTP,MS-Office and Typing.

PERSONAL DETAILS -

D.O.B – 03RD November, 1988
Nationality - Indian
Passport No. – V8927524
Passport Validity – 30/03/2032
Visa Status – Visit Visa
Visa Validity – 11/07/2024

LANGUAGE KNOWN –

English, Hindi, Tamil and
Marathi

HOBBIES –

Reading Books and Helping
People.

Infratech Pvt. Ltd. (Aug 2022 - Current)

Customer Care Specialist cum Team Leader
Process – Infratech Plc.

Work Profile : -

- Maintained accurate records of customer interactions, inquiries, orders, and resolutions in the CRM system.
- Collaborated with team members and customer service representatives to ensure a seamless customer experience.
- Shared knowledge and best practices with colleagues to enhance overall team performance and customer satisfaction.
- Proactively identified opportunities for process improvements and suggested solutions to enhance the efficiency and effectiveness of chat service and online sales operations.

Additional Skills:

- Excellent communication and interpersonal skills
- Ability to multitask in a fast-paced environment
- Proficiency in using chat software, CRM system, online tools
- Problem-solving skills and technical troubleshooting abilities
- Attention to detail and accuracy
- Team player with a collaborative mind set
- Adaptability and willingness to learn.

Achievements :

- Awarded as the Top Performer for the Tier – 2 Process in First Source Plc.
- Awarded for Achieving Highest Customer Experience Score in Accenture Plc.
- Got Promoted to manage the Team and Handling the New process in Infratech Plc.