



# SALMAN SHAIK

## SUMMARY

Dedicated and results-oriented Customer Service Representative with 4+ years of experience delivering exceptional service and building strong client relationships. Adept at handling inquiries, resolving issues, and exceeding customer expectations in fast-paced environments. Proficient in utilizing CRM software, maintaining a high level of professionalism, and collaborating effectively with cross-functional teams. Seeking to leverage my proven track record of customer satisfaction and communication skills to contribute to a dynamic organization's success.

## SKILLS

- Multilingual Communication
- Cross-Cultural Competence
- Microsoft Excel
- Problem-Solving
- Project Management
- Technical Troubleshooting
- Production Deadline Management
- Sales Management

## EXPERIENCE

### SENIOR TECHNICAL ASSOCIATE

*Tech Mahindra | Hyderabad, TS | November 2022 – July 2023*

- Responsible for responding to customer requests, including but not limited to, answering calls via a phone queue, customer emails, chat support requests and providing after hours on call support for troubleshooting technical issues.
- Support end-user devices/peripherals, including but not limited to computer hardware, operating systems, communications, software applications, data processing and security.
- First line help desk; resolve basic level 1 and some level 2 issues including remotely troubleshooting issues relating to hardware and software (typically Windows, Mac OS, Apple, Google for Work, Android Phone Support, MDM, AirWatch etc.)
- Exposure to retail industry devices such as Point-of-Sale devices, Zebra devices, switches, routers, printers, other store equipment devices is preferred.
- Perform post-resolution follow-ups to help requests or incidents.
- Research issues and resolves technical problems.
- Creating/updating knowledge articles and support processes functions.

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## EDUCATION AND TRAINING

### High School Diploma

Vashishtra Jr. College,  
Bhainsa Adilabad  
2011-2013

## ADDITIONAL INFORMATION

### Personal Details:

Date of Birth - 11th Aug 1995  
Marital Status - Married  
Nationality - Indian

## ACCOMPLISHMENTS

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Recognized as the "Top Performer" for consistently exceeding monthly targets for customer satisfaction and call resolution.

Developed a comprehensive multilingual customer service script, enhancing consistency and effectiveness in communication across the team.

Successfully assisted in the onboarding of new team members by providing training on handling international customer inquiries and delivering excellent service.

### SENIOR CUSTOMER CARE EXECUTIVE

*Wipro Ltd. | Hyderabad, TS | September 2020 – July 2022*

- Carry troubleshooting steps and provide resolution on card transaction Issues, profile maintenance, card settlements, reconciliations, retail telecom issues and POS (Point of Sale) related issues.
- Incident Log and track calls in the designated system(s), prioritize, escalate, and follow up outstanding jobs and ensure timely resolution to achieve customer satisfaction.
- Identify trends in the site calls and develop documentation to address these most-often reported problems and issues. Notify management of increasing trends, unusual activity, or repeated activity.
- Assist with the development and testing of newly designed applications/services for operational integrity and function.

### SENIOR CUSTOMER CARE EXECUTIVE

*Conneqt Business Solutions | Hyderabad, TS | June 2019 – July 2020*

- Assist customers in a courteous and helpful manner, addressing their inquiries and providing product/service information to drive sales.
- Maintain a high level of product knowledge to effectively guide customers through purchasing decisions and offer tailored solutions.
- Initiate outbound calls to potential customers, nurturing leads, and converting prospects into satisfied clients.
- Handle customer concerns and complaints professionally, striving for swift resolution and ensuring customer satisfaction.
- Collaborate with the sales team to meet and exceed sales targets while consistently upholding company standards of customer care and service excellence.

### CUSTOMER SALES EXECUTIVE

*Concentrix Daksh Pvt. Ltd. | Hyderabad, TS | November 2018 – August 2019*

- Resolving customer complaints brought to your attention.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

## DECLARATION

I hereby declare that the information given above is true to the best of my knowledge and belief.

**SALMAN SHAIK**