

SAYYED MAAZ

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Nationality: Indian

Professional summary

Ambitious and bilingual Customer Service with expertise in various industries. Delivers exemplary customer interaction, problem resolution and efficient research. Expands customer base and market reach with cross-cultural understanding.

Work history

Customer Service and Tele sales Executive

2021 - 2023

Reliance Customer Service Executive, Mumbai, India

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Answering questions about products or the company. "Enter and update customer information in the database
- Guiding customer how to purchase a new policy and providing them details regarding the product. Guide customer about our Digital platforms such as APP, WEBSITE and many more.
- Providing customers with clear instructions to resolve issues.

Sales Executive

2020-2021

Lifestyle PVT LTD - Mumbai, INDIA

- Recruiting and training new sales staff, assigning specific tasks to other sales staff, and monitoring the team's sales performance.
- Solving customer complaints and answering customers questions. " Writing reports for senior managers.
- Assisting with the selling of our store's products and services and assisting to maximize sales. " Stocking shelves, setting up displays, ringing up merchandise and sales, and performing cleaning duties.
- Providing sales staff with constructive feedback and assisting staff to solve customers' problems. Maintaining inventory, filling out paperwork, and possibly tasking sales workers with the buying of more supplies.
- Maintaining positive customer relations.

SKILLS

- Confident Communicator
- Time Management
- Excellent attention to detail
- Quality Assurance
- FAST LEARNER

SOFTWARES

- CRM
- MS OFFICE (EXCEL, WORD)
- VOXTRON

Education

BACHELOR OF COMMERCE - Karnataka, India

2023

12th: MAHADEVAMMA B PATIL MEMORIAL COLLEGE- (COMMERCE) - Karnataka, India

2020

10th: MAHADEVAMMA B PATIL MEMORIAL SCHOOL -Karnataka, India

2018

Languages

ENGLISH, URDU, HINDI