



# AMIR SOHAIL HANCHALI

## OBJECTIVE

To apply my comprehensive experience, skills and knowledge customer services in a highly motivated multi-cultural company, where I can gain further exposure and heighten my competencies at the same time give significant contribution to the growth and advancement of the organization.

## EXPERIENCE

**Company** : RELIANCE DIGITAL  
**POSITION** : Customer Service Representative  
**Duration** : 1 Year

## RESPONSIBILITIES

- ✓ Engaged with customers to understand their needs and recommend suitable products and services, achieving a 70% increase in sales.
- ✓ Handled daily customer inquiries via phone, email, and in-person, ensuring timely and effective resolution of issues.
- ✓ Maintained detailed records of customer interactions and transactions, noting complaints, comments, and actions taken.
- ✓ Assisted customers in selecting products, answering questions, and making purchase decisions.
- ✓ Exceeded monthly sales targets by delivering exceptional service and product knowledge.
- ✓ Participated in team meetings and training sessions to stay updated on new products and promotions.

## ACHIEVMENT

Got an award from Indian magic book of records title as Best achievers award in 2022 for contributing in the field of Finance Digital marketing, Entrepreneurship and Education which is recognized by Govt of India.

## SKILLS

- ✓ Negotiation
- ✓ Team Collaboration
- ✓ Time management
- ✓ Customer relationship management
- ✓ Schedule management
- ✓ Customer services
- ✓ Multi-tasking
- ✓ Digital marketing

## REFERENCE

Available upon request

AMIR SOHAIL HANCHALI

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**DOB** : 14-05-2000  
**Passport No** : B7626990  
**Marital Status** : Single  
**Sex** : Male  
**Nationality** : India  
**Visa Status** : Till 10<sup>th</sup> Sep  
**Address** : Bur Dubai



## PROFESSIONAL SKILLS

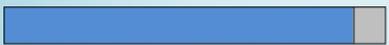
### Communication



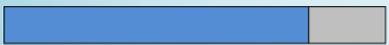
### Team work



### Computer Skills



### Problem solving



## LANGUAGES

English, Hindi, Kannada



## EDUCATION DETAILS

- ❖ MBA (Marketing & Finance)  
IEMS B – School – Hubli  
2021 – 2023
- ❖ B.COM  
Anjuman Degree College – Bijapur  
2018 - 2021