



# Tapan Shah

## Customer Service

Dubai, United Arab Emirates

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### Skills

Fast Learner

Ability to Multitask

Ability to Work in a Team

Communication Skills

Customer Service Skills

Creative Problem Solving

## Profile

Dedicated Sr. Customer Service professional with 10 years of experience excelling in managing customer inquiries. Skilled in providing accurate shipment information, resolving customer complaints. Proven expertise in customer communication, document management, and report submission. Adept at collaborating with internal teams and external partners to ensure the highest level of customer satisfaction. A Bachelor of Commerce graduate from Gujarat University, bringing a strong foundation in business principles to enhance customer service operations.

## Employment History

### Digital Sales Cum Customer Service Officer ( MKV Luxury Car Rental LLC)

September 2024 – Presently Working

- Identify and connect with potential clients through emailing, chats and networking events.
- Understand client needs and recommend suitable digital solutions.
- Deliver persuasive sales presentations, both in-person and online.
- Meet and exceed sales goals consistently.
- Maintain a robust sales pipeline and provide regular updates to the sales team.

### Sr. Customer Service, Klearnow.AI, Gurgaon

July 2021 — July 2024

- Provide customer statistics regarding shipments via email (Zen desk & Hub spot).
- Using Track-Trace & Terminal websites for the shipment to provide correct ETA, ETD, Gate-in & Gate-out.
- Requesting documents from customer (BL, AN & CI)
- Keep communication flowing with customer on a daily basis to ensure the highest customer service.
- Compile and submit accurate, regular and timely reports as requested.
- Downloading documents of shipment from (DHL Fed-ex & UPS)

### Customer Service, Acko General Insurance, Bengaluru

October 2021 — May 2021

- Processing Insurance Claim for Reimbursement or Cashless
- TPA, (FHPL) & Doctors for Claims status and if procedure is covered or not.
- Answering calls and responding to customer complaints.
- Forwarding customers to sales agents when a policy needs to be initiated .

### **Sr. Customer Service, Appit Simple InfoTech Pvt Ltd, Ahmedabad**

February 2020 — September 2020

- Taking Support chats for customer.
- Adding number from back-end.
- Follow up with tech team if any issue raised for customer.
- Integration with Hub Spot and Zoho.

### **Credit Controller, QX KPO Pvt Ltd, Ahmedabad**

April 2019 — January 2020

- Managing the collection of all payments and debts.
- Responding to client inquiries.
- Processing invoices.
- Preparing statements and reports for the company accountant.
- Addressing and resolving payment discrepancies, disputes and billing issues.
- Generating and sending invoices to customers.

### **Customer Service, ZEB IT Services, Ahmedabad**

February 2017 — February 2019

- Replying to customers query, account related information.
- Order processing.
- Making sure Bitcoins transfer to right account.
- Resolved customer complaints with empathy and understanding.
- Monitored customer feedback and identified trends that led to the development of new products and services

### **Customer Service , Medusind Solutions, Ahmedabad**

April 2012 — March 2016

- Precisely completed appropriate claims paperwork, documentation and system entry.
- Eliminate hold-time with insurance companies.
- Real Time Eligibility and Benefits Info for All Appointment Types.
- Eligibility verification happens on time, for every patient.
- Calling the insurance carriers based on the appointment received by the clients.
- Calling insurance companies to get the status of the unpaid claims.

## **Education**

### **Bachelor of Commerce, Gujarat University, Ahmedabad**

March 2008 — April 2011