

Chirag Gohil

Profile

Customer service and sales professional with a proven track record in resolving issues and driving sales. Managed 100+ daily interactions at Flipkart and achieved sales targets as a Sales Executive at Hathway. BCom graduate with strong communication and relationship-building skills. Seeking a role in sales or customer relations to enhance customer experience and business growth.

Employment History

Sales Exicutive at Hathway , Mumbai

May 2022 — June 2024

Job Responsibilities:

1. Sales Target Achievement – Meeting or exceeding assigned sales targets for broadband and cable TV services.
2. Customer Acquisition – Convincing new customers to subscribe to Hathway's services by explaining plans, offers, and benefits.
3. Handling Queries & Complaints – Addressing customer concerns related to service, billing, and installation.
4. Coordination with Teams – Working with installation and support teams to ensure smooth service activation for customers.
5. Reporting & Documentation – Keeping track of daily sales, leads, and customer interactions for reporting to management.

Customer service representative. at Flipkart , Mumbai

March 2021 — March 2022

Job Responsibilities:

1. Managed 100+ customer inquiries daily, providing timely responses and resolutions for a variety of order-related issues.
2. Addressed and resolved customer complaints related to order delays, incorrect orders, and misplaced shipments.
3. Utilized CRM software to log customer issues, track resolutions, and ensure follow-ups to maintain high customer satisfaction levels.

Education

B.Com, Mumbai University , Mumbai

June 2020 — July 2023

Courses

Tally ERP-19, ICIT Computer Institute

September 2024 — November 2024

Details

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Date / Place of birth

05-02-2003
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Nationality
Indian

Skills

