



# DANISH RAFIQUE

CUSTOMER SERVICE REPRESENTATIVE



Dubai, United Arab Emirates



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## PERSONAL DETAILS

### Date of birth

22nd Feb 1995

### Nationality

Indian

### Marital status

Unmarried

## EDUCATION

### BACHELOR OF COMMERCE

Gulbarga University / 2017

### HIGH SCHOOL DIPLOMA

SAH Pre-University College /  
Gulbarga / 2013

## SKILLS

CUSTOMER SERVICE

COMMUNICATIONS

MICROSOFT OFFICE

TECHNICAL TROUBLESHOOTING

QUALITY ASSURANCE

PROBLEM SOLVING

MANAGEMENT

RESEARCH

## LANGUAGES

ENGLISH

HINDI

URDU

## ABOUT ME

Dedicated and results-oriented Customer Service Representative with 5 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.

## WORK EXPERIENCE

### TECH MAHINDRA

Hyderabad  
Oct 2022 - May 2023

#### Senior Technical Associate (Intl. Voice/Chat USA)

- Provide first-level technical support to clients via phone, addressing their inquiries, issues, and requests promptly and professionally.
- Accurately identify and diagnose technical problems, ensuring a clear understanding of the issue before proceeding with resolution.
- Guide clients through step-by-step troubleshooting processes to resolve technical issues related to hardware, software, networks, and other IT-related concerns.
- Maintain detailed records of customer interactions, issues, and resolutions in the ticketing system, ensuring accurate and comprehensive documentation.
- Escalate complex technical issues to senior support staff or appropriate teams while maintaining communication with the client to manage expectations.
- Contribute to the development and maintenance of a knowledge base, documenting common issues and solutions for internal and client use.
- Empower clients by providing guidance and education on using technology effectively and proactively preventing common issues.
- Ensure the highest standards of service quality, professionalism, and adherence to company policies and procedures.
- Collaborate effectively with colleagues, sharing knowledge and insights to enhance the overall support experience.

### GALLAGHER

Mumbai  
Oct 2019 - Oct 2022

#### Senior Process Analyst (Intl. Voice/Email USA)

- Handled inbound customer calls regarding billing issues, policy problems, service questions and general client concerns.
- Responsible for maintaining high level of professionalism with clients and working to establish a positive rapport with every caller.

## LINKS

## Naukri:

<https://www.naukrigulf.com/mnj/underscore>

**Linkedin:**

<https://www.linkedin.com/in/danishghaury/>

## HOBBIES

TRAVELLING, COMMUNITY  
VOLUNTEERING, OUTDOOR  
ACTIVITIES, GAMING,  
GARDENING

## ACCOMPLISHMENTS

- Promoted from Process Associate to Process Analyst in less than 12-months.
- Created highly effective Excel Template that significantly impacted efficiency and improved operations.
- Recognized as Employee of the Month and Shining Starr for outstanding performance and team contributions multiple times.

**GALLAGHER**

Mumbai  
Oct 2019 - Jan 2022

**DATAMATICS  
BUSINESS  
SOLUTIONS**

Mumbai  
Jan 2018 - Aug 2019

- Update customer information in the database during and after each call.
- Verified documents and analysed data in response to queries regarding client applications.
- Worked with the management team to stay updated on the product knowledge and be informed of any changes in company policies.
- Reviewed pilot defects with technical and quality assurance to establish metrics for production.
- Kept meticulous reports and documentation detailing daily processing activities, updated logs and submitted timely reports for supervisor review.
- Advised and assisted specific staff members to support understanding of changes and implementation of streamlined processes.

### Process Analyst (Intl. Voice/Email USA)

- Set up emails to include important documents in DMS.
- Set up marketing folders and renewal workflow schedules.
- Complete renewal applications as requested.
- Ordering and reviewing loss run and claim status reports.
- Documenting client's files, action items, follow up of outstanding issues.
- Creating policies, endorsements, annual adjustment lines in Epic.
- Billing invoices, instalments, taxes, for policies, endorsements, final audits & retro adjustments.
- Cross verifying of endorsements, preparing hard copies of invoices and transmitting a copy to CSM/CA.
- Confirming confirm information regarding new and renewal business through telephone and email contact with underwriters and clients.
- Proficient in using technology systems, software, and tools such as DMS, Applied Epic & Skelta.

## Research Associate (Intl. Voice/Email UK)

- Sourcing data through web-based research.
- Keyword research and specifications throughout websites.
- Link analysis and building.
- Online, Secondary Research.
- List Research and List Building (Building Contact Databases).
- Updating and Validating Data.
- Familiar with some databases like, LinkedIn, Bloomberg, Hoovers, Xing and ZoomInfo.
- Sampling of new projects and giving results to reporting supervisor.
- Assist sub-ordinates and solve the query regarding given scope.
- Responsible for the quality check of the production file.