

# Purushottam Dattatraya Mane

Operations / Customer Care Executive

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13-Apr-1987

305, Suhail Majid 3 Al Nud, Al qasimia Sharjah Al Qasmia Sharjah 500001 Sharjah UAE

## Summary

Dedicated and focused with a customer service-oriented approach and individual-defined skills in providing exceptional services and assistance. A person with an inherent ability to get along with people owing to a helpful attitude.

## Experience

Premium Connection Electronics Trading L.L.C. Dubai Jul 2022 – Mar 2024  
(1 Year, 8 Months)  
Customer Services and Tele Sales

- Greet customers, and listen patiently and carefully to understand requirements.
- Clear communication to appropriate actions for inquiries via phone, email, and chat.
- Lead to gathering concern departments to ensure customer satisfaction by validating norms.
- Handle and update sibebe CRM software with DSP's right information of the customer to avoid miscommunication.
- Providing products and services information, generating repeat business by promoting new offers to customers.
- Providing market research through outbound calling.
- Using data provided by telemarketing representatives to pursue promising leads with persuasion and persistence.
- Converting di cult leads into customers, hard and up-selling calls, and helping to reduce negative reactions from leads.
- Providing brand recognition by leaving buyers with an excellent impression of the company through effective customerrelations, empathy, and effective communication skills.

Sahyadri Hospitals PVT.LTD Dec 2019 – Oct 2021  
(1 Years, 10 Months)

Customer Service Senior Associate

- Greet patients and visitors, and provide necessary services andinformation.
- Verify appointments, and assure emergency promptly.
- Patient registration and processing payments for servicesrendered.
- Monitor call status, and return calls promptly.
- Highly experienced in appointment scheduling. Understandthe value of good communication.

- ♦ Investigate to answer customer questions to redress grievances.

ESSEM SRINISONS Systems PVT. LTD Production Manager	Nov 2017 – Apr 2018 (0 Year, 5 Months)
Vi-son Cables PVT LTD Assistant Manager Production	Nov 2015 – Jan 2017 (1 Year, 2 Months)
PRETTL ELECTRONICS INDIA PVT LTD Senior Executive Production	Jan 2015 – Aug 2015 (0 Year, 7 Months)
Faurecia Emission Control Technologies India Pvt Ltd Executive UAP & ERT Assembly Area Chief	Mar 2012 – Jan 2015 (2 Years, 10 Months)
TATA Yazaki Autocomp Limited Supervisor Production	Jul 2006 – Mar 2012 (5 Years, 8 Months)

## Education

NICD & R University of Pune Diploma in Industrial Electronics First Class	Jun 2004 – May 2006
Indian School of Business Management and Administration Diploma in Business Management A+	Aug 2009 – Jul 2011

## Skills

Team building	Decision making	
Customer Care Executive	Microsoft Office	CRM
DSP	Inventory Management	Audit
Contingency plan	Operations Management	
Administrative Planning and Execution		

## Languages

English	Hindi	Marathi
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## Visa status

Family Sponsor Visa