

# Mohammad Bilal

## Customer Service Representative

Customer Support professional with a proven track record across diverse support roles, including positions at Tech Mahindra as a Customer Trainee, Convergence as Customer Technical Support, Startek (Aegis Global) as Senior Customer Support, and Hatch Business Solutions as Senior Customer Representative. Skilled in managing client interactions, resolving technical issues, and delivering exceptional customer service. Known for strong problem-solving abilities and a commitment to ensuring customer satisfaction. Adept at adapting to fast-paced environments and dedicated to enhancing customer experience through effective communication and technical expertise.

### Employment History

**SENIOR CUSTOMER EXECUTIVE - ETISALAT e& TELECOMMUNICATION COMPANY at Hatch Business Solution, Agra**

MAY 2022 – JULY 2024

Etisalat is responsible for ensuring customer satisfaction and loyalty.

- **Handling customer complaints** Customer executives should be able to handle customer complaints about defective products, delayed deliveries, billing errors, and more. They should be empathetic and actively listen to customers to understand their grievances.
- **Resolving customer issues** Customer executives should be able to offer solutions like refunds, discounts, or free replacements based on company policies.
- **Escalating unresolved complaints** Customer executives should escalate unresolved complaints to supervisors while keeping the customer informed.
- **Following up on complaints** Customer executives should follow up on escalated complaints to ensure the problems get addressed.
- **Logging complaints** Customer executives should log all details of issues and actions taken in the central complaint management system.
- **Building customer relationships** Customer executives should establish a positive rapport with customers in person or via phone.
- **Conducting customer satisfaction surveys** Customer executives should conduct customer satisfaction surveys to understand what areas of the company's services need improvements.
- **Managing customer orders** Customer executives should manage the payment and delivery of customer orders.



### Details

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### Links

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### Skills

Negotiation Skills

Sales

Communication Skills

Coordination Skills

Hard Work and Dedication

Strategic Thinking

Safety Principles



- **Helping customers choose products** Customer executives should help customers choose the right product for their requirements and budget.
- **Informing customers of promotions** Customer executives should inform customers of upcoming promotions or deals.

## **SENIOR CUSTOMER SUPPORT-WALLMART INTERNATIONAL - (RETURN MANAGEMENT TEAM) OUTBOUND VOICE & CHAT PROCESS at Startek - Aegis Global, Bangalore - Remote**

MAY 2021 – MARCH 2022

- Provide leadership to the Executive Resolution and Quality Assurance teams, with accountability for ensuring the performance and output of each operational area.
- Support the leadership team with Service to manage escalations that fall outside of standard escalation matrices.
- Taking a proactive approach to assist with resolution of issues.
- Support the team function to log and resolve all incoming complaints, both verbal and written
- Act as escalation point for members of the Executive Resolutions Team supporting a formal complaints process where customers are handled within an appropriate and reasonable timescale
- Carry out complex investigative reviews across multiple departments and teams in order to understand matters fully.
- Create and deliver high quality reporting and analysis on team performance and complaints information
- Restore customer confidence in DCS through effective communication, skilled negotiation and delivering against set expectations.
- Build strong working relationships internally and with third-parties in order to discover root causes of complaints and escalations achieving satisfactory dispute resolutions.
- Driving activity focused upon continuous improvement across the department and the Company by reviewing and recommending improvements on all Customer Service and Operational processes

## **CUSTOMER TECHNICAL SUPPORT-AIRTEL- OUTBOUND VOICE PROCESS at Convergence, Noida**

NOVEMBER 2020 – APRIL 2021

- Take ownership of customer issues. ...
- Troubleshoot problems and see them through to resolution. ...
- Escalate unresolved issues to the appropriate L2 Desk internal teams. ...
- Collect prompt and accurate feedback from customers.
- Dealing with customer complaints or get a manager And supervisor involved if unable to solve a problem.
- Identifying and assessing a customer's needs to ensure they are satisfied.
- Speaking with customers via email, live chat, on the phone .
- Keeping detailed records of customer interactions and being in charge of customer account details.
- Generating sales leads.
- Following company's communication procedures and policies.
- Utilising technology to handle a high volume of calls.

## **CUSTOMER REPRESENTATIVE-FLIPKART - OUTBOUND VOICE PROCESS (CALL ME BACK) at Tech Mahindra, Noida**

AUGUST 2019 – AUGUST 2020

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.

Customer Satisfaction

Customer Relationship Management

Customer Service

Customer Support

LiveChat

Databases

Innovation

Business Process Improvement

Quality Management

International Business

Social Media

Business Administration

Business Studies

Adaptability

Attention to Detail

Confident and Emotionally Stable

Creativity

Diversity Awareness

Leadership

Networking Skills

Patience

Problem Solving

Professional Attitude

Professional Responsibility

Receptivity

Self Motivation

Success Driven Person

Team Working

**Languages**

Urdu



- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Hindi

English

## Hobbies

Driving , Travelling , Cooking

## Education

**MBA at Symbiosis centre for Management Studies, Pune**

APRIL 2015 – MARCH 2017

**BBA at Kanpur University, Kanpur**

JULY 2011 – JUNE 2014

