

MOHD BILAL

Customer Service Representative

Dedicated Customer Support Professional with over 5 years of experience in voice and chat processes. Proven ability to handle high-volume inbound customer queries, resolve issues effectively, and deliver excellent customer satisfaction. Skilled in communication, problem-solving, and customer relationship management.

Employment History

Senior Customer Executive at Hatch Business Solution -Hatch Business Solution (Altice USA) , Agra

MAY 2022 – NOVEMBER 2024

- Handled billing inquiries, service issues, and refund-related concerns via inbound calls.
- Logged and managed customer complaints in CRM systems with proper documentation.
- Escalated unresolved issues to higher support teams to ensure timely resolution.
- Conducted regular follow-ups to ensure customer satisfaction and issue closure.
- Collected feedback through surveys to help improve overall service experience.
- Maintained positive customer relationships through clear and empathetic communication.

Senior Customer Support at Startek (Aegis Global) – Walmart (Return Management Team) Remote, Bangalore

MAY 2021 – MARCH 2022

- Resolved customer queries related to return and refund via email and chat support.
- Collaborated with Quality Assurance and Escalation teams for faster resolutions.
- Analyzed cases in detail and coordinated with different departments when needed.
- Prepared case reports and shared insights with the team for performance improvement.
- Acted as a communication bridge between the customer and internal teams.

Customer Technical Support at Convergence (Airtel Process), Noida

NOVEMBER 2020 – APRIL 2021

- Provided technical assistance to customers via call, email, and chat.



Details

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mail.bilal1408@gmail.com

Date / Place of birth

14/09/1990
KANPUR

Nationality

Indian

Links

<https://www.linkedin.com/in/mohd-bilal->

Skills

Customer Service

Inbound Support

Communication

Problem Solving

CRM Tools

Teamwork

- Escalated unresolved issues to Level 2 technical support for further action.
- Maintained accurate logs of customer interactions in the internal systems.
- Followed up with customers to ensure proper resolution and satisfaction.
- Adhered to process guidelines and SLA compliance during support.

Customer Representative at Tech Mahindra (Flipkart Process), Noida

AUGUST 2019 – AUGUST 2020

- Handled inbound calls regarding product info, delivery, and order status.
- Resolved customer queries with a professional and calm approach.
- Ensured clear communication and accurate information sharing.
- Maintained a customer-first attitude to enhance service experience.

Education

MBA at Symbiosis centre for Management Studies, Pune

APRIL 2015 – MARCH 2017

BBA at Kanpur University, Kanpur

JULY 2011 – JUNE 2014

Customer Satisfaction

Chat & Voice Support

Languages

Urdu

Hindi

English

Hobbies

Driving , Travelling , Cooking

