# 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.



#### 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
- Collected feedback through surveys to help improve overall service
- · Maintained positive customer relationships through clear and empathetic communication.

#### Senior Customer Support at Startek (Aegis Global) - Walmart (Return Management Team) Remote, Banglore

MAY 2021 - MARCH 2022

- Resolved customer queries related to return and refund via email and chat
- · Collaborated with Quality Assurance and Escalation teams for faster resolutions.
- · Analyzed cases in detail and coordinated with different departments when
- · Prepared case reports and shared insights with the team for performance
- 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.



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Date / Place of birth 14/09/1990 KANPUR

Nationality Indian

#### Links

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

#### Skills

Customer Service

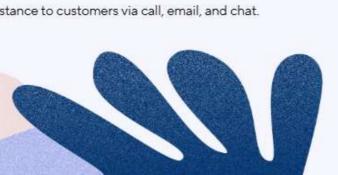
Inbound Support

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