



SYED SHOAIB AFSAR

Sales Representative and Customer Service

My Contact

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📍 Dubai, UAE

Hard Skill

- Salesforce - CRM
- Microsoft word
- Microsoft excel
- Microsoft outlook

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Team player

Achievements

- Best Team Leader of the year 2022 in TP
- Best Performer for the Month March 2021 IN TP
- Best Performer for the year 2017 in DriveURway.

Languages

- English
- Hindi
- Urdu
- Kannada

Education Background

High School Diploma
Sri Venkateshwara University
Completed in 2014

About Me

Intend to develop leads to grow the business. Work directly with customers to recommend products and services to fit their needs. Anticipate customer concerns and offer practical solutions to resolve them which would in turn help the organization grow.

Professional Experience

Sales Executive and Senior Customer/Technical Support

FIRSTSOURCE SOLUTIONS LIMITED - (SKY)INDIA

Mar2023-Sep-2023

Key responsibilities:

- Generated sales leads
- Identified and assessed customers' needs to achieve satisfaction
- Built sustainable relationships and trust with customer accounts through open and interactive communication
- Met sales and call handling targets
- Handled customer complaints, provided appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Kept records of customer interactions, process customer accounts and file documents

Team Leader and Sales - Senior Customer support

TELEPERFORMANCE GLOBAL SERVICES PRIVATE LIMITED(Flipkart)INDIA

Sep 2020 - Mar 2023

Key responsibilities:

- Analyzed escalated customer issues and assisted the team to resolve issues within stipulated time frame
- Evaluated team's skills and knowledge regularly, trained and mentored team members.
- Kept a track on performances of team members and coached them to improve it.
- Prepared multiple reports to analyze the team's performance. Monthly/weekly meeting to discuss the team's the same with the manager.
- Managed a team of 14 junior customer service representatives and ensured customer satisfaction and provide professional customer support.
- Acknowledged and resolved escalated customer complaints as In-depth understanding of the services

Customer Support

Bundl Technologies Private Limited (Swiggy) - INDIA

Jan 2019 - June 2019

Sales Representative and Service-Travel Advisor

DRIVEURWAY, The Car experts - INDIA

July 2014- Nov 2018

Key responsibilities:

- Handled walk-in customers, attended calls, checked email messages on the website and social media, and booked appointments based on customer needs.
- Assisted customers based on travel booking or car servicing, repair, or washing and dropping of vehicles.
- Kept records of customer interactions, processed customer accounts, and filed documents to follow up with customers for smooth booking and sales closure and achieve monthly and yearly targets.