

A full-length portrait of a man with dark hair and a beard, wearing a white button-down shirt and dark trousers, standing against a plain light-colored wall.

SYED BASHA

Customer Relationship Manager

Profile Summary

Dedicated and results - oriented professional with a proven track record in customer response and relationship management.

Demonstrates exceptional self - confidence and a keen ability to learn quickly. Experienced in achieving targets and adapting to environments.

Seeking opportunities to leverage expertise in a forward-thinking organization.

CONTACT

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+91 9606974264

syed.pashak@gmail.com

EXPERIENCE

LIVSPACE HOME INTERIORS {SEP 2021 TO PRESENT}

CUSTOMER RELATIONSHIP MANAGER

- Acting as a first point of contact for customer enquiries via telephone.
- Independently resolve technical and other support issues and escalate cases when appropriate.
- Manage high volume of calls effectively and efficiently in a complex, fast- paced and challenging environment.
- Provide customers with product features,
- Demonstrated adaptability during the Covid-19 crisis by achieving outstanding results.
- Achieved daily sales target and monthly sales target consistently.

SKILL

- Customer Relationship Management.
- Target achievement.
- Quick Learning.
- Communication.
- Listening skills.

INTEREST

- Cricket
- Travelling
- Bikes
- Cars
- Watching Web Series

LANGUAGE

- English
- Kannada
- Hindi
- Urdu

PERSONAL DETAILS

- DOB: 15 JUNE 1996
- Nationality: Indian
- Marital Status: Unmarried
- City : Bangalore

RUPEEK FIN TECH PVT LTD {AUG 2020 TO SEP 2021}

RELATIONSHIP MANAGER

- Own & deliver on a part of business targets for a particular geography.
- Be the personal Gold Loan advisor to customer & ensure their needs are met in a time bound manner.
- Adapt to new customer situations seamlessly & anticipate new kinds of queries from the customer to improve the process.
- Interaction with customers & ensure high customer engagement, satisfaction and retention.

AIR2ASIA HOLIDAYS {OCT 2017 TO JUNE 2020}

SALES MANAGER

- Key role involved in booking.
- Verifying and updating booking management.
- Reminding customers on their due payment.
- Training new recruited team members.
- Processing and attending customers.
- Interacting with customers needs and suggestive selling tickets.
- Recommended and demonstrate about the package to the customers.

EDUCATION

10TH {SSLC}

2011 - 2012 {Crescent High School}

PUC {PRE-UNIVERSITY COURSE}

2012 - 2014 {AL-HIND DISTANCE EDUCATION ACADEMY}

BBA {Bachelor of Business Administration}

2014 - 2017 IME {INSTITUTE OF MANAGEMENT AND
ENGINEERING}