

MOHAMMAD DILSHAD ANSARI

Residence: F 103, Sumit Greendale, Avenue B2 Global City, Virar West.

Palghar - 401303

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CAREER OBJECTIVE

To establish myself as a successful professional by executing my skills acquired from my academic Qualifications, rich experience by personal approach to a given problem. Application of my talents and skills in the new atmosphere, with challenging outlook to gain the desired result in a given field.

Personal Skills:

- Good verbal and written communication skills
- Ability to work hard
- Ability to build motivation
- Creative & self-confident
- Positive approach thinking
- Ability to learn quickly and readily adapt to change
- Strong Analytical skills, attention to detail and sharp focus
- Strong interpersonal and team skills

PROFESSIONAL EXPERIENCE

CSR - Sales/Service - NOV 2017 – APR 2021

TECH MAHINDRA BUSINESS SOLUTION PVT. LTD

- Handling Inbound Business care customers for Vodafone Australia.
- Attending e-mail inquiries as and when received.
- Upselling New contracts and Handset.
- Handling Escalations.

Sales Assistant Manager - Jan 2016 – Jan 2017

Angel Broking

- Responsible to make outbound calls to Sell DMAT Accounts
- Utilize active listening skills and time management to ensure that target is completed within a stipulated time window.
- Follow up with potential customers.

Give buddy up training to new recruits.

Customer Service Representative - JANUARY 2015 – DEC 2015

SERCO

Handling Inbound calls for Lumo Energy Australia

Customer Service Executive – Dec 2012 – DEC 2014

Convergys BPO Pvt Ltd.

Handling Social and Legal Escalations for HTC India private Ltd.

PERSONAL DETAILS

D.O. B	:	12 TH May 1984
Address	:	F 103, Sumit Greendale, Avenue B2 Global City, Virar West. Palghar – 401303.
MARITAL STATUS	:	Married
RELIGION	:	ISLAM
PASSPORT NUMBER	:	T4630546
DATE OF ISSUE	:	07/03/2019
DATE OF EXPIRY	:	06/03/2029

QUALIFICATION

PASSED HSC IN THE YEAR 2004 FROM PSEB (Punjab School Education Board)

PASSED SSC IN THE YEAR 2002 FROM PSEB (Punjab School Education Board)

TECHNICAL QUALIFICATION

PROFICIENT IN MS WORD, MS EXCEL, POWERPOINT AND WELL VERSED WITH ALL COMPUTER APPLICATIONS

PERSONAL INTERESTS

FOLLOWING CRICKET LEAGUES AND TRAVELLING.