

# Adil Tarya



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## EDUCATION

Bachelor's Degree in Commerce  
Calorx Teacher's University, Ahmedabad  
2014 - 2017

H.S.C  
Bhavan's Hazarimal Somani College, Mumbai  
2012 - 2014

S.S.C  
St. Peter's English High School, Mumbai  
2012

## SKILLS

Data Management / MS Office

Time Management

Strategic Planning

Creativity

Communication

## ABOUT ME

I hold **4+ years of customer service/sales/operational experience**. Excellent **collaboration and communication skills**, including the **ability to interact with people** at all levels. A motivated and enthusiastic **team player**. When working with employees and encouraging a team, I hold a commitment to **following corporate policies and procedures**. I hold strong **organizational abilities** and good **attention to detail** when dealing with **highly confidential data**.

## EXPERIENCE

### Specialist

**Sterling Infosystems Private Limited**, (June 2019 – December 2021)  
Mumbai, Maharashtra. India.

Joined as a verification specialist carrying out legal background checks for new employees hired by our clients. Promoted to work with internal company credentials.

- Performing employment and educational background screening of candidates via calls and emails.
- Coordinating with clients to understand process updates and assignment requirements.
- Working with and securing highly sensitive information
- Reviewing volume and distribution of work appropriately.
- Training on new updates, client discussions, and mentoring new interns.

### Senior Customer Service Associate

**Firstsource Solutions Limited**, (March 2018 – May 2019)  
Mumbai, Maharashtra. India.

Worked as a Recovery representative with high-quality customer service for US-based financial firm American Express (AMEX).

- Offering customer service in the forms of flexible repayment plans and settlements to debtors via calls and emails.
- Understanding credit reports and advising on repayments accordingly.

## LANGUAGES

- English
- Hindi
- Marathi

- Upselling additional services on behalf of AMEX like Reinstatement and Settlement.
- Keeping track of account inventory and dealing with sensitive personal identification information of customers.

## Consultant

***Sutherland Global Services, (February 2017 – December 2017)***  
*Mumbai, Maharashtra. India.*

Worked as a Customer Service / Sales Executive for one of the largest US-based E-Commerce firms, Kmart and Sears Holding. Mentored newly hired employees for 4 months during my tenure.

- Handling customer queries to utmost satisfaction via emails and chat.
- Using innovative upselling techniques to increase the number of sales.
- Assisting and on-the-job training to newly hired interns.
- Assisting customers throughout order placing and addressing customer complaints and feedback.