

Cover letter

Dear Hiring manager

Greetings of the day!!

Thank you for the opportunity to apply for the Customer Service Executive role at your company. After reviewing your job description, it's clear that you're looking for a candidate that is extremely familiar with the responsibilities associated with the role, and can perform them confidently. Given these requirements, I am certain that I have the necessary skills to successfully do the job adeptly and perform above expectations.

I am an adaptable professional who has been consistently praised as results-oriented by my co-workers and management. Over the course of my 2-years career, I've developed a skill set directly relevant to the Customer Service Executive role you are hiring for, including customer service, conflict resolution, and customer satisfaction. Overall, I have consistently demonstrated communication, teamwork, and problem-solving abilities in every aspect of my Customer Service Executive role at Tech Mahindra, and I invite you to review my detailed achievements in the attached resume.

After reviewing my resume, I hope you will agree that I am the type of competent and competitive candidate you are looking for. I look forward to elaborating on how my specific skills and abilities will benefit your organization.

Thank you for your consideration, and I look forward to hearing from you soon.

Sincerely,

Basid Divekar

Curriculum vitae

Basid Aziz Divekar

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Career Objective

To secure a challenging position in a reputable organization to expand my learnings, knowledge and Skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Work Experience

Firm : **FIRST SECURITY GROUP**

Company Profile : CUSTOMER SERVICE (DUBAI AIRPORT)

Designation : CUSTOMER SERVICE AGENT

From Feb 2020 - Present

Roles in the company

- Greeting passengers and Assisting them with self service check-in kiosk
- Manage passengers baggage processing and handing
- Comply with all Dubai police/ Immigration as well as airport authority and carrier security requirements
- Comply with Dubai Airport Authority SOP's

Firm : **TECH MAHINDRA SERVICES**

Company Profile : BPO/ GOIBIBO PROCESS

Designation : CUSTOMER SERVICE EXECUTIVE



From Feb 2019 to Oct 2019

Role in the company

- Answering incoming calls and giving satisfactory replies to customer inquiries and complaints.
- Monitoring reservations schedules and cancellations and no-shows.
- Providing support to customer who may need to amend or cancel reservation.
- Keep records of customer interactions, process customer accounts and file documents.

Firm : GEBBS HEALTHCARE SOLUTIONS PRIVATE LTD.
Company Profile : US MEDICAL BILLING
Designation : AR Associate

From Aug 2018 to Jan 2019

Role in the company

- Performing account reconciliations and maintaining billing system
- Generating invoices and account statements
- Tracking of both electronic and paper claims
- RCM and Denial management

Educational Background

- **2014 - 17** University of Mumbai / Bsc.IT
- **2014** Konkan board / HSC
- **2012** Konkan board / SSC

Technical Qualification

- MS-Office and AWS web services
- Proficient in AWS Services like EC2, VPC, ASG, IAM, ELB
- Strong technical background and partner sales/customer orientation.

Personal Details

- Date of birth : 12 Feb 1995
- Sex : Male
- Martial status : Single
- Nationality : Indian
- Visa status : Employment
- Languages known : English, Hindi, Marathi

Strength

Honest, Self-Motivated, Analytical thinking, Team player, Decision making.

Declaration

I hereby declare that the above written particulars are true to the best of my Knowledge and belief.