

RESUME



Name : SYED ATHIR ABBAS
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Address : 4th Cross, Anepalya- Blore-30.

CAREER OBJECTIVE:

To enhance my Professional Skills in a Dynamic Fast paced work place, with extreme dedication and ethics and grow along with the organization.

EDUCATIONAL QUALIFICATION:

Completed Bachelor of Pharmacy from Dayananda Sagar University-Bangalore in July 2019 with 77.36%

EXPERIENCE:

Company: PRACTO TECHNOLOGIES Pvt. Ltd.

Senior Product Specialist: (From August 2020)

•Subject Matter Expert (SME).

- >Handling the entire team overall the shift (20+ folks) and guide them to answer the queries of the customer and self take care of escalations.
- >Initiate refunds, generate and provide coupons to unsatisfied customers, analyse the presence of the agents and update the hourly report of the customer satisfaction percentage.
- > Look after the social media escalations and Practo app reviews and escalations.

Product Support Specialist:

Duration- (Feb 2020-August 2020).

- > Support customers on their queries related to different categories under Practo platform such as, Medicine orders, Online Consultation, Lab test booking for Home Sample Collection, Plus membership plans and regarding the payments issue.
- >Pay attention to details for each and every complaint query and try to resolve the issues in a timely manner.

- > Handle 90-100+ Customer chats daily and Make sure to get their queries solved and even take care of my positive behaviour towards customers to get a good feedback and support Ratings.
- > Manage to solve the queries of the irritated customers in a polite manner and make sure they leave the chat with complete satisfaction.

SKILLS:

- ☐ Introduction to basics of computer
- ☐ Good in MS Word & PowerPoint
- ☐ Good Presentation & Communication Skills
- ☐ Potential to work along with team
- ☐ Able to work under Stressful condition
- ☐ Complaint Resolutions
- ☐ Time Management and Attention to detail.

CO CURRICULAR ACTIVITIES:

- ☐ Participated in CIL Programs like in Development of Communication Skills, Interpersonal Skills & Talent enhancement Program.
- ☐ Attended National Conference on “Targeted Cancer Therapy”.

PERSONAL DETAILS:

Date of Birth :25/061996

Gender : Male

Father`s Name : Late Mir Aslam Mehdi

Mother`s name : Syeda Mubeen Zehra

Languages Known : English, Kannada, Hindi, Urdu

Address : No: L2-4th Floor, Mehboob Manzil, 4th Cross

Anepalya-Neelasandra, Bangalore- 560030

I hereby declare that the information given by me is true to the best of my knowledge.

Date:06/02/2021

Place: Bangalore

SYED ATHIR ABBAS.