

RESUME

HANI DAS

Dubai, United Arab Emirates

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Willing to relocate: Anywhere

CAREER OBJECTIVES

More than 6 years of professional experience and to work in a pragmatic way in an organization where the acquired skills and talent can be contributed towards meeting company goals and objectives with full integrity and zest.

WORK EXPERIENCE

Customer Service Executive

Al Shirawi Facilities Management LLC - **Dubai, UAE**

July 2018 to Present

- Obtain client's information through interviewing clients; verifying their needs.
- Produce professional-quality reports, presentations and briefs.
- Develop and carry out an efficient documentation and filing system for both paper and electronic records.
- Provide accurate answers and solutions to customer queries.
- Determines eligibility by comparing client information to requirements, identify and escalate priority issues.
- Maintain a daily electronic journal, arrange meetings and appointments and provide reminders as needed; maintain a master corporate calendar of all conferences, all-hands events, holidays, and vacations.
- Follow-up with clients on the complaint and/or question resolution status.
- Redirect customers to appropriate teams and/or departments as needed.
- Keeping records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions, are taken.
- Process orders, forms, and applications.
- Tracking follows up to ensure that appropriate actions were taken on customers' requests.
- Updating databases with confidential and relevant information.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Monitor office supply levels; reorder when appropriate.

- Reviewing repeated issues within operations and business management to solve problems and improve company outcomes.
- Organizing daily workflow and ensured appropriate staffing to provide optimal service.

Customer Care Associate

OnProcess Technology - Kolkata, West Bengal

September 2016 to July 2018

- Answer incoming calls and emails in an efficient manner.
- Identify customer questions, concerns, and overall needs.
- On-call real-time support to the Technicians to discuss resolving customer issue.
- Analyze and solve escalated problems, researching, locating, and providing information using different applications such as CSG, Einstein, ACEA.
- Resolving issues related to Television, Landline, and Modem through online troubleshoot.
- Follow-up with callers on the complaint and/or question resolution status.
- Providing technical and non-technical floor support.
- Meet or exceed call quotas and sales assist quotas, both personally and as a team unit.
- Maintaining a call Centre database by entering the correct information.
- Attending team discussion on process improvements and suggestions on on-going issues.
- Perform each duty above with our customers' satisfaction as the number one priority.

Relationship Manager

Magnus Wealth - Kolkata, West Bengal

May 2014 to July 2016

- Manage client requirements.
 - Identify business opportunities to increase brand and revenue.
 - Help sales teams generate leads, identify potential leads and forward to sales reps.
 - Recommend investment products and services that are suitable for prospects to the clients based on their objectives, resources, time horizon, risk profile, and preferences.
 - Follow-up with callers on the investment plans to meet up with their needs.
 - Develop professional and business relationships with ongoing customers through excellent customer service.
 - Setting targets for revenue, profitability, volumes and customer satisfaction.
 - Collaborate with the immediate team, other customer service teams, sales team, and other company departments to ensure overall customer and product satisfaction.
 - Maintained client's data and accomplished the deliverable as per the weekly and monthly targets.
 - Perform each duty above with our customers' satisfaction as the number one priority.
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EDUCATION

B'Com in Accounting & Finance (Graduate) Calcutta University - Kolkata, West Bengal, 2008 to 2011
Diploma in Financial System, Under State Government institution - Kolkata, West Bengal, 2013

SKILLS & EXPERTISE

- Relationship Management (2 years)
 - Marketing (2 years)
 - Sales (4 years)
 - Customer Relations (5 years)
 - Customer Service (6 years)
 - Microsoft Office (8 years)
 - Call Centre (4 years)
 - Team Management (2 years)
 - Administration (Less than 1 year)
 - Purchasing (Less than 1 year)
 - Research (4 years)
 - BPO (4 years)
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PERSONAL DETAILS

Father's Name: Late Ashim Das

Nationality: Indian

D.O.B: 07/04/1990

Gender: Male

Marital Status: Single

Languages Known: English, Hindi and Bengali.

Place: **Dubai.**

The above information is true to the best of my knowledge.