

Mohammed Maaz Shariff

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Summary

Dynamic Digital Interaction Advisor at 24/7.ai with a proven track record in enhancing customer satisfaction through data-driven strategies and exceptional problem-solving abilities. Skilled in digital strategy development and customer journey mapping, I thrive in collaborative environments, consistently training teams to elevate service quality and drive continuous improvement.

Experience

Digital Interaction Advisor

[24]7.ai • Bangalore

09/2024 - Present

- Collaborated with other departments such as marketing and sales to ensure complete customer satisfaction.
 - Conducted research into current market trends in order to recommend product changes or updates.
 - Provided technical support to customers by troubleshooting hardware and software issues via telephone, email, and chat.
 - Analyzed data trends to create strategies that improved customer satisfaction scores.
 - Assisted senior management in developing best practices for handling escalated cases.
 - Demonstrated excellent communication skills when interacting with customers chat.
 - Adhered to company policies when dealing with difficult conversations or complaints from customers.
 - Trained new staff members on the use of various digital platforms for customer interactions.
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Education

Computer Applications

Bengaluru City University • bangalore

07/2024

Commerce

HKBK Pre University College • Bangalore

07/2021

SSLC

KENNETH GEORGE ENG HIGH SCHOOL • Bangalore

03/2018

Skills

Microsoft word, Time management, Customer service, Communication skills, Customer journey mapping, Digital strategy development, Teamwork and collaboration, Interpersonal skills, Continuous improvement, Problem-solving abilities

Projects

Real Estate website (<https://perfextelite.github.io/ElementalEstates/>)

- Developed a full stack, fully responsive Real Estate website as a final year project in a team of two.
- Focused on handled the backend with Node.js, MongoDB, and Postman, while my teammate the frontend using React, React Router DOM, SCSS, and React' s free navigation API.
- Features include user and seller account creation, home/room search by price range, post creation for sellers, and a chat section for communication between sellers and customers.
- Demonstrated strong collaboration, technical skills, and project management throughout the development process.

My Personal Portfolio (<https://perfextelite.github.io/my-portfolio/>)

Personal Project

- Developed a responsive portfolio website featuring adaptive layouts and interactive elements.
- Technologies Used: HTML, CSS, JavaScript.
- Key Features: Responsive design, dynamic navigation, and interactive content sections.