

SALMAN SAYED

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~ CUSTOMER SUCCESS MANAGER AND SALES PROFESSIONAL ~

Seeking challenging assignments to leverage experience and expertise with an organization of repute

CAREER SUMMARY

Proactive, diligent and multi-skilled professional, contributing accomplished experience of **5.7 years** in the field of **Customer Success, Sales and Relationship Manager**, presently working with **Genius U Web Services Pvt Ltd**, as a **Customer Engagement Expert**.

Customer Service Operations
Customer Engagement Expert
Amadeus
Customer Relationship Management
Collections Handling
Business Development

Zendesk, Salesforce
Team Management
Training
Query Handling & Resolution
Google Analytics, Facebook Ads Spends, Sales
Reports

PROFILE AT GLANCE

- ✓ Demonstrated expertise in providing customer service operations including booking transportation and providing travel information
- ✓ Competent in assessing and implementing effective CRM solutions with an aim to improve customer contentment and consequently customer loyalty, repeat and referral business
- ✓ Successfully understand customer service processes for complexity, deviations & failure through customer interactions and research techniques and in turn design cum maintain optimal customer oriented processes & procedures to improve service effectiveness and efficiency of business operations and service recovery
- ✓ Ability to assess situation & human beings objectively, build cordial relationships & liaisons, adopt pragmatic down to earth approach in solving problems and most importantly always maintain a calm & composed demeanor
- ✓ Possess excellent interpersonal, communication, presentations & organizational skills with proven abilities in customer relationship management and building brand advocacy

PROFESSIONAL CONTOUR

ORGANIZATION	DESIGNATION	DURATION
Genius U Web Services Pvt Ltd, Khar	Customer Engagement Expert	Aug'17-Present
Intelenet Global Services, Goregaon	Senior Customer Service Rep	Oct'14 - Aug'17
Ocwen Financial Services, Malad	Customer Service Representative	Feb'14 - Oct'14
Stream Global Services, Bhayander	Technical Support Professional	Mar'13 - Nov'13

WORK EXPERIENCE

As a Technical Support Professional: (HP)

- ✓ Successful in providing Hardware and software support for HP computers and laptops
- ✓ Upselling warranties and hardware products to the customers.
- ✓ Assisting queries to customers by giving first call resolutions and providing excellent service

As a Customer Service Representative:

- ✓ Mortgages first party collections, dealing each and every query of the passenger and mainly collecting monthly mortgages from the customers on every other call
- ✓ Taking outbound as well as making inbound calls as and when required.

As a Senior Customer Service Representative: (EASYJET AIRLINES)

- ✓ Efficiently handling inbound and outbound customer queries over the phone related to their reservations
- ✓ Proficient in performing new bookings (Issuance), re-issuance or changes, cancellation of flights, hotel booking transfers to booking.com, Insurance handling, refunds etc.
- ✓ Upselling seats, baggage's and vouchers to the passengers.
- ✓ Promoted as a Subject Matter Expert (SME), then promoted as a Tier 2 and then Tier 3 which is the financial support team of easyJet. When promoted as a SME, handled an entire team of 12-15 members.
- ✓ Tier 2 profile is about handling social media escalations. Tier 3 is financial support team for the client.
- ✓ Worked as a part of Financial support service, handling all the receipts send by the passenger due to disruption or any other claims under EU Regulation EC 261/2004.

As a Customer Engagement Expert: MANAGER

- ✓ Using SaaS software such as Zendesk, Salesforce for Customer Support.
- ✓ Connect with clients and give them a positive experience each time they engage in a dialogue.
- ✓ Possessing detailed information from each department about each product, event and service.
- ✓ Regular team interaction to strengthen knowledge base about latest activity within the organization about any events or products.
- ✓ Promoting products within dialogue so as to result in sales and revenue.
- ✓ Google Analytics, Facebook Ads Spends, Sales Reports
- ✓ Keeping self-updated with the latest tools within the organization at all times and especially during product and event launches.
- ✓ Keen attention to details, making sure that the project consists of a positive, proactive and polite image in accordance with the company culture.
- ✓ Working closely with technical (Engineering) team by creating JIRA ticket and following up on the same.
- ✓ Designed a software for Customer Support to reduce human effort and real time response.

ACADEMIC CREDENTIALS

B.Sc. (Information Technology) from KES College in 2012

PERSONAL PARTICULARS

Date of Birth:	10 th December 1991
Languages Known:	English & Hindi
Marital Status:	Married