

SENIOR CUSTOMER SUPPORT AND SERVICE EXECUTIVE WITH 3+ YEARS OF EXPERIENCE.

Shailesh Parmar

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CAREER OBJECTIVE

To work in learning and challenging environment, utilising my skills and knowledge to be the best of my abilities and contribute positively to my personal and professional career growth as well as growth of the organisation.

SKILLS

Analytical thinking and planning, strong communication, tolerant and flexible with organization, problem solving, taking initiative and responsibilities, good team skills and interpersonal skills, team cooperation, can quickly master new knowledge, functional excellence.

EXPERIENCE

Apr-2015 - May-2018

Tata consultancy services

Customer service and support executive

Taking follow up over a call , chat or mail
Making MIS, solving customer queries through back-end ,
A bit and pieces of mortgage as well

Jun-2022 - Till Today

Group bayport

Senior advisor consultant

Handling customer queries over a live call ,chat and mails

EDUCATION

Degree/Course	Institute/ College	University/ Board	Percentage/ CGPA	Year of Passing
B.B.A	G.L.S institute of business administration	Gujarat University	6.59	2014

ACHIEVEMENTS

Have taken many certification courses including lean six sigma and other classroom and online trainings close to 40+ which I have attached with the same, have been awarded with service and commitment award and star performer award as well.

STRENGTHS

Able to work in any shift timings, good grasping power, handle the work load.

AREAS OF INTERESTS

Would like to work for technical IT areas

HOBBIES

Writing poems and quotes, table tennis, chess, sightseeing, listening songs.

PERSONAL DETAILS

Address	Metro pillar -55, part -1, savgan nagar , amraiwadi Ahmedabad, Gujarat, 380026
Date of Birth	22-08-1994
Gender	Male
Nationality	Indian
Marital Status	Single
Languages Known	English, Gujarati, Hindi

DECLARATION

I hereby declare that all the details furnished here are true to the best of my knowledge and belief.

Shailesh Parmar