

Sohail M. Pathan

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Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately. And also to make maximum output out of me for the firm.

Education

- **N. M. D College** 2017
MBA
64
- **N. M. D College** 2014
BBA
61.15
- **V. M. G** 2010
HSC
62

Experience

- **Ttec (formerly known as Motif)** 8th Sep 2017 - 26 Oct 2018
CCR
1. Worked as a Customer Service Representative at (ebay.uk) Motif India Infotech Pvt Ltd.
2. Daily resolving and providing service to sellers and buyers on chat and email.
3. Handling disputes under guidelines of eBay Money Back Guarantee.
- **Teleperformance services Pvt Ltd indore** 7th Feb 2019 - 8th May 2020
Back office executive
1. Booking the flights for kiwi.com and verifying the tickets booked by New agents to overcome the error and resolving the issue for passengers via email, chat and call.
2. Take control or productivity, quality and FCR of new agents.
3. Providing feedback and floor support for the team to achieve the target and quality.
4. Take full control of the booking to resolve the issue for passengers. Includes booking services plus after sale services like schedule change, reservation cancellation, issue with check-in, etc.
5. After got promoted as tier 2 agent got additional responsibility to make each experience count for the booker. And got additional power to take own action to resolve the issue.
- **Ttec** 21st Aug 2020 - Till date
Fraud prevention representative
Working for Airbnb to prevent fraud and remove fraudsters from the platform with the pre-guided work process

Achievements & Awards

- 1. Gold incentive winner for giving excellent service to customer and maintaining AHT and Score. 2. Appreciated by client with certificate for achieving net service level.

Skills

- Typing
- Good communication
- Computer skills
- Ms office

Projects

- **IIM Kolkata - Carpedium**

Represented N.M.D college in IIM Kolkata - Carpedium Event to present Business Plan.