RESUME

Ashraf Husen Ansari

105/2 Chatur Sing's chawl, Miter Guej Station Road, Gomtipur, Ahmedabad-380021 **M.** 7201004604

Email: ashrafhusen720@gmail.com

Career Objective

To excel in customer service & handling operational requirement in organization. Seeking challenges in well diversified team which offer professional growth.

Work Experience

Profile Details

- Currently I am associate with **Kaycomm services Pvt Ltd**. Company have Bharti Airtel Limited's Agency. We are working with Airtel for Service and Collection of Airtel Data Lease Line Corporate Company Users.
- Managing 60+ Corporate Account's-(Company) and provide End to End resolution for any query regarding for Service and Payment procedure. Also I am Managing of ISP(Internet Service Provider) Account's-(Company) which are one of Agency bigger billing Account.
- Resolving the issues of customer's escalation which is from AIRTEL side and to serve the better services experience.
- Reconciliation of accounts if customer has any payment regarding queries in his accounts.
- Resolving the issues of corporate related any sales grievances from sales related and billing plan related issues in their account
- After resolving customer concern regarding sales and services to recover his collection against in his liability in his account.
- Handling network related issues of customer by taking follow-ups with network team to improve services to earn sales.
- We require to serve better service to customer for build healthy Relations with customer to get timely payment and sales.

Company Name : Kaycomm Services Pvt Ltd **Designation** : Sr. Relationship Manager

Location : Ahmedabad

Duration: July-2019 to Continue

Work Experience

Profile Details

- Previously I am working in Vsupport India Pvt Ltd a Business Development Executive. Company have own products which we have to sale the products to customer and tacking a payment for sold products.
- After Sales we require to provide Services to customer. If customer facing any issue so we have to provide End to End resolution.
- Client Management: Maintain high degree of client engagement and trust. Adding values for client's success.
- Marinating soft skill and with communication to represent yourself to against customer.
- My kea are to achieve is complete the Sales Target, Backend Activity etc.

Company Name : Vsupport India Pvt Ltd

Designation: Business Development Executive

Location : Ahmedabad

Duration: Dec-2018 to July-2019

Work Experience

Profile Details

- My First Job in Aegis Customer Support Service private limited as Executive-Operation. Aegis have BPO Sector of Telecom and Banking Sector. There was inbound process of Vodaphone Ltd.
- We are tacking inbound calls of All over Gujarat Incoming calls of Vodaphone Customers.
- Our Core competency in understanding customer issues and resolving escalations within TAT.
- We require have maintain soft skill and best communication to resolving this issues of customer.
- There was I had took an escalation call of Executive side to handle the Highly Issue Escalated Customers.
- Key role to tacking a calls, resolving the Customer Issue within TAT.

Company Name: Aegis Customer Support Service Private Limited

Designation: Executive-Operation

Location: Ahmedabad

Duration: Feb-2018 to Aug-2018

➤ I have a total 4+ Years of experience of Telecom and Corporate Sector as BPO-TC,Sales Executive and Relationship Manager for filed and Back-office.

♦ Skills

- Excellent skills in MIS_ M.S.Office-Excel, Word and Data Analysis, Mails Communication.
- Team and Work Management
- Good Communication-Written and Verbally
- Fast Learner

***** Education

- My Highest Education Pass is 12th Science
- My graduation is continue with B. Science.

Personal Information

• Full Name : Ansari Ashraf Husen Akhtar Husen

Date of Birth : 07-05-1999
Marital Status : Unmarried
Nationality : Indian
Religion : Muslim

• Languages : Hindi, Gujarati, English

• **Hobbies** : Playing Cricket, Music, Internet

➤ I declare that the above mention information is correct to the best of my knowledge.

Ashraf Ansari