**RESUME**

**Personal Details:**

* Name: Sohail Bloch
* Contact Number: 7600361829
* Email Address: [sohailbloch88@gmail.com](mailto:sohailbloch88@gmail.com)
* Postal Address: Flat number 504, Luxuria Flats 1, TP – 85, Sarkhej, Ahmedabad.

**Objective:**

* I am a practical and a result driven person. I strongly believe in accuracy and precision in whatever I do. I want to use my skills for my personal and professional growth and to contribute towards the growth of the organization. I also want to further my personal capabilities by learning from the new exposure within this organization.

**Education:**

* Pursuing MBA at B. K. School of Professional and Management Studies
* Bachelor of Engineering in Electronics & Communication from Vishwakarma Government Engineering College at Chandkheda in Ahmedabad with 55.21% in 2012.
* HSC from Birla Sagar Higher Secondary School in Porbandar with 76.40% in 2003.
* SSC from Birla Sagar Higher Secondary School in Porbandar with 77.40% in 2000.

**Professional Efficiencies:**

* Soft spoken and disciplined
* Diligent and result-oriented
* Basic knowledge of excel, word and power point

**Experience:**

1. **Company Name: Motif India Infotech Private Limited**

**Job Title: Customer Care Representative**

**From March 2014 To October 2014**

* Make My Trip process.
* Booking and modifications in airline tickets on Amadeus software.
* Customer interfacing via email and voice support.

1. **Company Name: Vodafone India Services Private Limited**

**Job Title: Junior Executive**

**From January 2015 To July 2017**

* Customer service executive in web chat process.
* Resolving the customers’ technical and monetary issues on the chat.
* Moved to the customer relations team owing to my high

customer issue resolution percentage.

* Awarded exceptional performance certificate.

1. **Company Name: InfoAnalytica Consulting Private Limited**

**Job Title: Research Associate**

**From April 2018 To October 2019**

* Customer interfacing position.
* Taking feedback to help our client to make the required changes in the working trend to compete with competitors.
* I was rated the best quality every month.

1. **Company Name: Advantmed India LLC**

**Job Title: Customer Service Representative – Record Retrieval**

**From October 2019 To April 2021**

* Retrieval of medical records from the provider offices on

behalf of our clients.

* Part of email support and remote download team and used to assist with record retrieval via email and/or remotely accessing the provider office’s system and download the records remotely.

1. **Company Name: IMS People Possible**

**Job Title: Recruiter**

**From April 2021 To October 2022**

* Appointing nurses and support workers to specific hospitals based on hospital requirements and candidate's qualifications.
* Dealing with shift issues that candidates encountered while on the shift by coordinating with the site head of different hospitals.