

# MAHMOOD PATEL

## CONTACT

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📞 9910889411  
📍 Hno. 1, near primary school, Dindarpur, Najafgarh, New Delhi

## PERSONAL DETAILS

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Date of Birth : 05/12/1991  
Marital Status : Married  
Nationality : Indian  
Father's Name : Sh. Javed Patel

## SKILLS

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Meeting with managers in the organisation to plan strategically  
Adaptability to work with any form of customer service channels.  
Ability to understand customer needs and requirements. Ability to use positive language and response with appropriate manner.  
Resolve customer complaints quickly and efficiently.  
Build and maintaining profitable relationships with key customers.  
Maintaining a positive attitude focused on customer satisfaction.  
Excel, Making PPT, Basic Data Visualisation.

## OBJECTIVE

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I am a professional Customer Service Representative with over 6+ years of experience in addressing and resolving complex customer queries over chat, mail and calls. passionate about building strong customer relationships, driving brand loyalty, increasing customer engagement.

## EXPERIENCE

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10 Dec'20  
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### Evolve Brands

Client servicing  
Maintaining client reports.  
Clients interaction.  
Tracking customer queries on mail, chat and calls for timely resolutions.  
Follow ups KRA.  
Team handling.  
Creating Purchase Order, Reimbursement Invoice, and Clients Invoices.

September,  
2019 -  
March  
2020

### Fab India

Customer Relationships executive.  
Maintaining sales data.  
Resolving customer complaints  
Overseeing the customer service process.  
Planning, training and monitoring the work of team members.

2017 -  
2019

### Shoppers Stop

Counter Manager  
Team handling.  
Maintaining sales data.

2015 -  
2017

### Smaaash Entertainment Pvt Ltd.

Guest Service Associate  
Worked as GSA in restaurants + sports bar.  
Customer services.

2014 -  
2015

### Lifestyle International CSR

Customer Service Representatives.  
Upselling.  
Ensure customer satisfaction.  
Acknowledging and resolving customer complaints.

## EDUCATION

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<i>2020</i>	<b>IIMTC Delhi</b> BBA B+
<i>2011</i>	<b>GBSSS no. 3</b> 12th 78 %
<i>2010</i>	<b>F tech</b> Computer applications B+
<i>2009</i>	<b>Adarsh public school</b> 10th 63%