

Tahamul Bhat
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Summary

Results-oriented professional with strong sales, customer support, and financial experience. Proven ability to exceed targets, deliver excellent customer experiences, and solve problems. Skilled in team collaboration and managing financial processes. Passionate about contributing to innovative organizations.

Professional Experience

Blinkit – Operation Executive | Oct 2024 – Jan 2025

Delivered real-time chat support, resolving >90% inquiries on first contact; resulting in a 25% increase in customer satisfaction.

Consistently met sales targets by effectively guiding customers through product options and assisting with orders.

Recognized as "Support Champion" for resolving complex issues with high accuracy.

Reduced average response times by 15% via team collaboration and process improvements.

MOTORMAX, Kolkata – Accounts Assistant | Aug 2022 – Aug 2023

Processed >200 monthly invoices, ensuring timely financial reporting.

Identified and resolved financial discrepancies, saving approximately ₹1,00,000 through error mitigation.

Assisted in automating reconciliation, reducing manual effort by 30%.

Key Achievements

Awarded "Top Performer of the Month" three times at Blinkit for exceptional customer service and sales performance.

Managed high customer interactions with a 95% positive feedback rate.

Reduced order resolution time by 20% via efficient issue analysis and quick decision-making.

Contributed to a 10% increase in sales during peak months by upselling.

Education

Bachelor of Commerce (B.Comm.) in Accounting & Finance
Gandhi Memorial College, Srinagar | Jan 2020 – Dec 2024

Skills

Software: QuickBooks, Tally, Microsoft Excel, Zendesk

Core Competencies: Customer Retention, Issue Resolution, Cross-Selling, Sales Conversion, Financial Data Analysis, Client Relationship **Management**

Soft Skills: Empathy, Effective Communication, Time Management, Problem-Solving, Process Improvement