




Harshil Patel

Enthusiastic candidate with customer services experience across and a strong passion for continuously improving skills and knowledge for personal and professional growth. I am accustomed to working in an always changing fast pace challenging environment and achieving results under pressure.

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 Greenford, United Kingdom

WORK EXPERIENCE

Managed Grocery Shop 2016 – 2023

- ☒ Meet sales goals by training, motivating, mentoring and providing feedback to sales staff.
- ☒ Ensure high levels of customers satisfaction through excellent service
- ☒ Complete store administration and ensure compliance with policies and procedures.
- ☒ Maintain outstanding store condition and visual merchandising standards.
- ☒ Report on buying trends, customer needs, profits etc.
- ☒ Propose innovative ideas to increase market share
- ☒ Conduct personnel performance appraisals to assess training needs and build career paths.
- ☒ Deal with all issues that arise from staff or customers. (complaints, grievances etc)
- ☒ Be a shining example of well behavior and high-performance
- ☒ Additional store manager duties as needed

A V Enterprise 2014 - 2016 Back Office Executive

- ☒ Answering phone calls from non-paying customers with questions about their debts
- ☒ Calling non-paying customers and determining why their payments are outstanding.
- ☒ Explaining payment plan options to non-paying customers, negotiating payment terms and enrolling customers interested in these payment programs.
- ☒ Identifying vulnerable customers and escalating their cases to support teams
- ☒ Identifying non-compliant customers and escalating their cases to insolvency teams
- ☒ Servicing court orders to recover outstanding payments, in some cases.

SKILLS

- Excellent at working Individually or as part of a team
- Natural Problem Solving Abilities and Adapting
- Excellent Time Management and Organisation Skills
- Proficient at using PCs, Tablets and mobiles.
- Ability to work under pressure and adhere to deadlines.
- Team Leadership and Management
- Online Database Usage and Work from Home ready

LANGUAGES

English, Hindi, Gujarati

EDUCATION

Bachelor of Commerce 2013

INTERESTS

Art & Craft, Reading, Gardening, Travelling