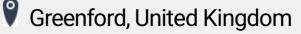
Harshil Patel

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.







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 X
- 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

Excellent Time Management and Organisation Skills

Ability to work under pressure and adhere to deadlines.

Online Database Usage and Work from Home ready

Natural Problem Solving **Abilities and Adapting**

Proficient at using PCs, Tablets and mobiles.

Team Leadership and Management

LANGUAGES

English, Hindi, Guajarati

EDUCATION

Bachelor of Commerce 2013

INTERESTS

Art & Craft, Reading, Gardening, Travelling