Resume

Nazish Razak Naik

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**Professional Summary: -**

1. Confident Customer Service Executive experienced in working in busy environments. Pursuing a customer-centric role to expand relationships and draw in new business through excellent interaction, problem resolution and efficient research.

2. Dedicated professional offering attention to detail and a career driven by client engagement. Looking to help boost a company’s success while building long-term relationships in the position of Customer Service Executive.

3. Award-winning Customer Service Executive offering over 8 years of experience. Willing to go the extra mile and treat customers with a high level of respect. Seeking a position that will help build customer loyalty and improve relationship building.

4. Results-oriented Customer Service Professional who excels at uncovering customer needs, finding solutions and handling objections. Top performer with a consistent track record of meeting and exceeding goals.

5. Friendly and enthusiastic customer service agent who consistently meets customer service satisfaction goals.

**Skills: -**

1. Relationship building 2. Customer service Issue resolution

3. Quick learner 4. Planning and organization

5. Customer-oriented 6. Positive and friendly

7. Motivated team player 8. Goal-oriented

9. Computer literate

**Work History: -**

**SOTC Travel Ltd – Mumbai, Maharashtra**

Customer Service Executive, 08/2016 to Current date

1. Make greet calls to all the esteemed passengers booked with SOTC Travel Ltd. within the assigned locations.

2. Assist passengers in obtaining tourist visas.

3. Give an appropriate deadline to passengers to submit the required list of documents for procuring visas.

4. Urging passengers to submit documents with timely follow ups regarding the submission of documents.

5. Timely balance payment collection in order to cover the business liability.

6. Handover of final tour documents.

7. Maintain highest standard of data privacy.

**SOTC Travel Ltd – Mumbai, Maharashtra**

Internship, 15/02/2016 to 30/07/2016

**Shanti Plaza Tours & Travels – Mumbai, Maharashtra**

Customer Service Associate, 10/2014 to 01/2016

1. Determine customers’ needs and preferences, such as schedules and costs.

2. Arranging flights, insurance and accommodation.

3. Collecting and processing payments.

4. Advising clients on travel arrangements, e.g. visas and passports.

5. Keeping clients up to date with any changes.

6. Give advice about local weather conditions, customs, and attractions.

7. Make alternative booking arrangements if changes arise before or during the trip.

**Intelenet Global Services Pvt Ltd. – Mumbai, Maharashtra**

Customer Service representative, 04/2011 to 10/2013

1. Answering inbound telephonic calls from Barclaycard holders.

2. Verifying the cardholders with required security question prior sharing the account information.

3. Assist Barclay credit cardholders in reinstating their credit cards.

4. Adherence to service and compliance.

5. Ensure feedback from the customer to further improve the customer services.

6. Maintain data security.

**Education: -**

1. Graduation from K.P.B Hinduja College Of Commerce - Mumbai, MH in the year 2011.

2. Diploma in IATA.

3. Diploma in International Travel, Tourism & Hospitality through Tradewings Institution of International Travel & Tourism.

**Certifications:-**

1. Diploma in IATA (Foundation in travel & tourism)

2. Basic course training is Galileo CRS

3. Advance diploma in Travel, Tourism & Hospitality

**Accomplishments&Achievements: -**

1. Received “Best Team” Award in 2013 for outstanding client engagement for 3 consecutive quarters.

2. Received “Rising Star” Award 2012 for outstanding client engagement for 3 consecutive quarters.

3. Received “Shining Star” Award in 2012 for outstanding client engagement for 3 consecutive quarters.

4. Received the "Employee of the year" award against outstanding performance in the year 2017.

5. Received League of Championship fully paid trip to Bhutan after 15 months of employment for outstanding client handling in the year 2018.

6. Received “Pride Award” in the year 2019.