

Md Wasimuddin

Sr. Customer Service Advisor

Experienced Customer Service Representative with demonstrated customer service orientation and communication skills to effectively handle multiple tasks in fast-paced environment. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty. Ability to handle multiple projects and providing guidance in handling best practices to promote accurate and consistent responses.



Contact

Phone

9163086396

E-mail

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Skills

Problem Resolution

Complaint Handling

Analytical Skills

Multitasking

Professional Demeanor

Teamwork and
Collaboration



Languages

English

Hindi



Work History

2022-04 -
Current

Sr. Customer Service Advisor

Concentrix

- Handled high-profile clients, ensuring exceptional service levels and fostering long-term relationships
- Mentored junior advisors, fostering a culture of continuous learning and development
- Enhanced customer satisfaction by promptly addressing and resolving complex issues
- Managed escalated cases with diplomacy, maintaining professionalism at all times
- Maintained up-to-date knowledge of product and service changes.

2020-05 -
2021-04

Customer Service Advisor

Smart Solutions

- Maintained high-quality service standards, ensuring positive customer feedback
- Enhanced customer satisfaction by addressing and resolving issues in a timely manner
- Collaborated with team members to achieve monthly targets and improve overall performance
- Monitored team performance metrics, identifying areas for improvement and coaching staff accordingly.



Education

B.Com Accounts And Finance

University of Calcutta

Class XII Commerce

N.I.O.S

Class X

N.I.O.S



Interests

Playing Football

Watching Movies

Listening to Music