

Faizan Ali

Customer Service Executive

Goal-oriented Sales Service Representative equipped with strong customer relations and inventory management skills. Flexes with changing demands and unique customers' needs to deliver customized solutions and maximize company profit.



Contact

Address

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226022

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Skills

Account
management



Inbound and
outbound
calling



Cross-
functional
team
collaboration



Strategic
sales
knowledge



Work History

2022-08 -

2023-02

Customer Service Associate

*FIS BUSINESS SOLUTIONS PVT-LTD, Gurgaon,
Haryana*

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services, and company information.
- Generated new sales leads to achieve and exceed monthly sales goals.

2021-01 -

2022-07

Customer Service Representative

Concentrix India, Gurgaon, Haryana

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Provided primary customer support to internal and external customers.
- Updated account information to maintain customer records.
- Utilized customer service software to manage interactions and track customer satisfaction.
- Handled customer inquiries and suggestions courteously and professionally.



Languages

English



Hindi



Education

2019-04 -

2022-12

Bachelor Of Commerce: Accounts And Business

University of Kalinga - India

2018-04 -

2019-03

Higher Secondary (HSC) : Accounts And Business

S.P.V College - India