

Unmil Damor

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Ambawadi-380015 Ahmedabad ,Gujarat.

EXPERIENCE

November 2018 - June 2020

Customer Service Agent Sitel,Warsaw,Poland

- Answered customer questions and addressed problems and complaints in person and via phone.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Trained new employees each quarter in procedures and policies in order to maximize team performance.
- Resolved escalated customer issues quickly to drive client relation.

EDUCATION

Vistula University,Warsaw
2020

Masters Degree In Management
Dissertation in Marketing

College Of Fire Technology,Ahmedabad
2016

Bachelor of Science Fire & Safety

GSEB,Ahmedabad
2013

HSC Science

CERTIFICATIONS

- OCP Workshop certified
- Fire Safety Officer- General (FSO-G) [Gujarat State Institute For Fire Safety Training]

SKILLS

- Handling objections ● Polite phone manner ● Results-driven ● Team player ● Active listening
- Excellent communication skill ● Professional and friendly ● Sharp problem solver ● Team leadership
- Call center experience ● Problem-solving ability ● Multi-tasking ● Committed to team success

SUMMARY

Marketing-focused proudly offering background in Safety & Customer Care. Courteous and cordial with desire to achieve daily standards.

Determined with a strong background in health and safety. Exceptional reporting and training skills. Dedicated to finding a position working for a government agency or contractor in a safety-related discipline.

Target-driven Customer Service Agent Offering 1year 7 months experience in Safety. Adept at handling objections and disputes, increasing customers satisfaction.