

Unmil Damor

[Unmildamor56@Gmail.com](mailto:Unmildamor56@Gmail.com) ☐

7567490749 ☐

1/3,"L"colony, Nr.Sahajanand college, ☐  
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

GSEB,Ahmedabad  
2013

HSC Science

College Of Fire Technology,Ahmedabad  
2016  
Bachelor of Science Fire & Safety

## 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.