

Meraj Mehdi

Personal Information

Date of birth: 13/06/1992
Nationality: Indian
Phone number: 9389593586
Email address: merajmehdi007@gmail.com
Marital status: Married



Profile

Acclimatised professional with around 8 years of incisive experience in the International BPO Industry. To join an organization that provides better work cultural, higher responsibility & career growth.

Work experience

11/2017 – Till Date
Lucknow

Sr. Customer Service Representative HCL Technologies

- Working as a customer service representative in **E-commerce website Office Depot**.
Reaching out to Tier 1 customers and resolving their issues in their purchase orders
- Meeting the required SLA and delivering resolution in Standard Turn Around Time .
- Reaching out to Retail Stores of client and connecting them with management to get their issues resolved .
- Contacting customers via phone and email and working on the case scenarios .
- Working with Account Managers in getting order delivery issues resolved by contacting Transportation team .
- Preparing a report on the overall review, detailed conclusion write up on the findings and observation.
- Managing EDI ordering system for client and updating payment details of customers.
- Responsible for process reporting.

08/2013 – 12/2016
Lucknow

Team Leader Veshu Bhagat & Associates

- Delivery of team sales, service level components, quality and productivity targets & indicators.
- Managing the floor, adherence to schedule.
- Call monitoring, coaching and feedback, responsibility for delivery of the defined customer experience in every call.
- Motivation, leadership for a team and developing future leaders.
- Compiling reports on team's performance and customer feedback.

07/2012 – 04/2013
Lucknow, India

Senior Customer Service Representative BPO Shoppe Info Solutions Pvt. Ltd

- Contacting customers via phone and email and working on the case scenarios.
 - Provide feedback on product and process improvement to Team Leader
 - Acting as a point of resolution for customers who have complaints
 - Communicate and co-ordinate with internal departments
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Education

05/2011 – 10/2014
Meerut, India

Bachelor of Arts
Shobhit University

04/2008 - 04/2009
Lucknow, UP

Intermediate
Jesus & Mary Inter
College

05/2006 - 05/2007
Lucknow, UP

High School
Jesus & Mary Inter
College

Skills

- Good learning ability, accountability, strong execution, and problem solving ability
- Superior verbal and written communication skills in English with the ability to quickly establish trust and reliability over the phone
- Ability to work under tight deadlines, able to motivate others, energetic and able to work under pressure, and independent
- Customer oriented, highly organized and attentive to details
- Attention to detail and the ability to prioritize and meet deadlines
- Strong Approachable and presentable
- organization skill and good time management
- Strong interpersonal skills and ability to work in stressful environment

Hobbies

- Playing Games on PC
- Playing cricket