



PRABIN SHARMA

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ABU DHABI, UAE 307501

PROFESSIONAL SUMMARY

Experienced Customer Relations Executive with a track record of building and maintaining exceptional relationships with customers. An effective communicator who can manage customer expectations, resolve issues, and provide outstanding customer support. Skilled in developing and implementing customer service programs, analyzing customer behavior and trends, and identifying opportunities for improvement.

CORE QUALIFICATIONS

- Exceptional customer service skills
- Excellent communication and interpersonal skills
- Strong analytical and problem-solving abilities
- Ability to work effectively in a team environment
- Proficient in Microsoft Office Suite and customer service software
- Strong organizational and time management skills

LANGUAGES

- Nepali: Native
- English
- Hindi
- Bengali

ADDITIONAL INFORMATION

- Valid Indian driving license with 9 years of experience in driving Light

EXPERIENCE

07/2016 - 11/2022

Customer Relations Executive

Forex Muthoot Ltd. | Siliguri, West Bengal, India

Provide exceptional customer service to all customers through multiple channels, including phone, email, and chat.

Work closely with sales and marketing teams to ensure customer satisfaction and retention.

Develop and implement customer service policies and procedures to ensure consistency and quality.

Analyze customer data and feedback to identify pain points and areas for improvement.

Collaborate with cross-functional teams to develop and implement programs to improve customer satisfaction.

Handle customer complaints and resolve issues in a timely and professional manner.

Monitor customer feedback through various channels and implement changes based on feedback.

Contributed to the development of new customer service initiatives.

03/2013 - 06/2016

Customer Service Executive

Vodafone Store, Telecom Service Provider. | Siliguri, India

Handled customer inquiries via phone and email channels.

Resolved customer complaints, provided timely solutions, and ensured customer satisfaction.

Contributed to revenue growth by up selling products and services.

Maintained accurate records of customer interactions using a CRM system.

Assisted in the development of customer service policies and procedures.

Resolved complex customer issues escalated by team members.

Evaluated customer feedback to identify areas for improvement and recommended solutions to management.

Implemented customer-focused strategies to improve satisfaction rates.

Conducted regular customer service trainings to enhance team's skills and knowledge

09/2008 - 07/2012

Video Editor

Balaji Telifilms pvt. Ltd. | Mumbai, India, India

- Produced visually engaging video assets using [Software] material, editing sound and sequences and providing the final product within time and budget constraints
- Edited content in real time at events and deliver high-quality media content within short time frames
- Produced visually engaging video assets using [Software]

Motor Vehicle and Two Wheeler.

DECELERATION

- I hereby declare that the details and information given above are complete and true to the best of my knowledge.

VISA STATUS

- Visit Visa (Expiry Date 28th May 2023)

PASSPORT NO

- U9680277
- Date of Issue 04-03-2021
- Date of Expiry 03-03-2031

OBJECTIVE

- To obtain a challenging position as a Customer Relations Executive in a reputable organization where I can utilize my skills and experience to provide exceptional customer service and increase customer satisfaction and exceed company goals.

- Edited large amounts of raw footage within assigned timescales
- Collaborated with team members to support better workflows and more efficient processes
- Exported final cuts, uploading to content management system and client platforms
- Developed and managed projects from concept to completion, including storyboards, post- production editing and final delivery formats
- Delivered edits with multiple camera angle choices, titles, graphics, audio and special effects
- Reviewed and edited film by selecting the best! combination of photography, performance, sequencing and timing to tell the story
- Reviewed content for quality control to drive vital technical and editorial corrections
- Stored footage securely and in line with data confidentiality policy.

02/2007 - 04/2008

ASSISTANT SOUND EDITOR

A.K. Films Pvt.Ltd | Mumbai, India

- Performed high-quality recording,mixing and mastering in professional studio
- Performed sound quality checks and front-of-house mixing to maintain company sound system
- Used special software to mix and edit tracks.
- Regulated sound qualities and volume levels during recording sessions to produce desired outcomes
- Identified and resolved technical problems to improve sound quality
- Arranged recording sessions by selecting and setting up microphones
- Mixed voices, music and taped sound effects for live performances and pre-recorded events.

EDUCATION

2005

DARJEELING GOVT. COLLEGE | Darjeeling, India

Bachelor of Arts: Political Science

2000

R.K.S.P. HIGHER SECONDARY SCHOOL | Darjeeling

Matriculation: Mathamatics, Science, Social Studies, English

2002

R.K.S.P. SENIOR SECONDARY SCHOOL | Darjeeling

Senior Secondary Education: Political science, Hlstory,Economics,English

2007

St.Angelo's Training Institute | Mumbai

Hardware and Networking : Trobulshooting and Networking

The study of various components of a computer such as the CPU, motherboard, RAM, hard disk drive, power supply unit, graphics cards, and other peripheral devices. It also includes the study of different types of networks, their configurations and protocols used in communication between devices on the network.

The course covers topics such as installing, configuring, and maintaining hardware and software components of a computer system. It also includes the study of different network protocols such as TCP/IP, HTTP, HTTPS, FTP, SMTP, POP3, and their use in data communication between devices on the network.

2012

RAJ COMPUTER ACADEMY | Mumbai

LANGUAGES

Nepali: First Language

English: C1

Advanced

Bengali: B1

Intermediate

Hindi: C1

Advanced

Arabic: A2

Elementary