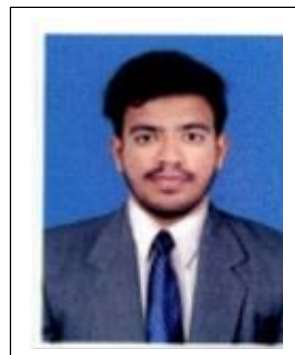


## **Sahil Khan**

### **Diploma , Mechanical Engineering**

Contact No. :+91 9545504454

E-mail:- sahilkhan6247@gmail.com



**Present Address:Flat No.9,Shivam**

**Apt,Karad Road,Kaviltali,Chiplun**

**Chiplun-415605**

#### **SKILLS**

- Basic Computer Skills Microsoft (Excel, Word, Tally)
- Communication, Directing
- Fluent in English & keen on learning new languages
- Motivated and Active learner
- Decision making skills

#### **BASIC ACADEMIC CREDENTIALS**

Qualification	Board/University	Year	Percentage
Diploma (Mechanical)	Sahyadri Polytechnic Sawarde	2018	58.65%
H.S.C	D.B.J College Chiplun	2015	50.65%
S.S.C	L.M.Bandal School	2012	73.82%

#### **WORK EXPERIENCE:- Sales/Customer Service Representative at Gansons Heat Transfer From 2018 – to -Present**

- Handling Customer Enquiries via Phone, E-mail and Chat.
- Giving prompt answers to customer questions.
- To Manage Inventory of products & to look after pending orders & to look after the orders need to be shifted at earliest.
- To Provide Customers Proper Solution for their Queries & to revert the pending orders from customers.
- Adhere to Service Level Agreement (SLA) deadlines in resolving complaints quickly and effectively.
- Identifying customer needs and helping customers use specific features.
- Analyzing and reporting product malfunctions.
- Make product recommendations or services to the customer based on their needs and preferences
- To collect the maximum feedback from the customers about the services or product.
- To generate sales for the company and to pitch relevant products or services to customers and to ensure that a customer have a positive experience from start to finish.

## PERSONAL DETAILS

- ❖ **Father's Name** :-Rashid Sattar Khan
- ❖ **Permanent Address** :- Flat No.9,Shivam Apt, Kavilatali, Chiplun, Dist:-Ratnagiri,  
State:- Maharashtra
- ❖ **Date of Birth** :- 24 May 1996
- ❖ **Languages known.** :-English, Hindi, Konkani & Marathi
- ❖ **Passport no.** :- T4698387
- ❖ **Passport Expiry.** :- 21/03/2029

## DECLARATION

I do hereby declare that the above information is true to the best of my knowledge.

**Date:-**