

Almas Dhaniyal Shaikh

Customer Service & Sales

I possess 3.1 years of professional experience in the corporate sector, honing my communication and organisational skills. Additionally, I have 1.4 years of experience as a home tutor. Proficient in CRM, Zoho, Microsoft Word, PowerPoint, and Excel,

I bring added value to any role. As a detail-oriented team player with strong organisational skills, I can handle multiple tasks simultaneously with a high degree of accuracy.

WORK EXPERIENCE

Customer Service Representative, Ketto Crowdfunding, Mumbai

Apr 2021 - Nov 2022

- Answered customer telephone calls promptly to avoid on-hold wait times
- Offered advice and assistance to customers, paying attention to special needs or wants
- Responded to customer requests for products, services, and company information
- Answered constant flow of customer calls with minimal wait times

Home Tutor, Mumbai

Dec 2019 - Apr 2021

- Collaborated with students to complete homework assignments, identify lagging skills, and correct weaknesses
- Motivated students towards learning and studying to build self-confidence and reduce fear of failure

Phone Banking Officer, India First Life Insurance Company, Mumbai

Aug 2019 - Nov 2019

- Helped customers complete online banking services
- Completed transactions for customers and capitalised on opportunities to cross-sell products and services
- Processed paperwork for new accounts and transactions with a high degree of accuracy
- Improved customer satisfaction by going above-and-beyond to answer questions and offer expert support

Business Development Executive, Ubm India Pvt Ltd, Mumbai

May 2018 - Jul 2019

- Communicated directly with customers and partners to build strong business networks and relationships
- Established and maintained highly effective relationships with clients and industry partners to drive growth
- Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends
- Attended monthly sales meetings and quarterly sales training

EDUCATION

- **M.Com in Banking and Finance**, Sydenham College, Mumbai (**CGPA: 8.50**) **2017 - 2019**
- **B.M.S in Finance and Management**, Royal College, Mumbai (**CGPA: 8.2**) **2014 - 2017**
- **H.S.C in Sociology and Psychology (Maharashtra Board)**, Royal College, Mumbai (**72%**) **2013 - 2014**
- **S.S.C in Maths & English (Maharashtra Board)**, Sardar Vallabhbhai Patel, Mumbai (**55%**) **2011 - 2012**

CERTIFICATES, LANGUAGE, SKILLS, EXTRA-CURRICULAR ACTIVITIES AND INTERESTS

Certificates

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|---|-----------------|
| ▪ Outstanding Quality of Customer Interactions | Dec 2022 |
| ▪ Exceptional at Work and Extremely Driven Towards the Company Values | Sep 2022 |
| ▪ Exceptional Sales Performances | Sep 2022 |
| ▪ Outstanding Quality of Customer Satisfaction | Jul 2022 |
| ▪ For Standing Out with Your Performance as a New Joiner | Jul 2021 |

Language English | Hindi

Skills

Relationship building and management | CRM | Sales expertise | Account management | Customer satisfaction specialist | ZOHO | Microsoft Excel | Microsoft Word | Microsoft PowerPoint | Slack

EXTRA-CURRICULAR ACTIVITIES AND INTERESTS

- Worked as an NSS volunteer for 2 years
- Participated in a tree plantation drive organised by BhaktiVedanta Hospital
- Participated in Badminton match organised by my community and won 2nd prize
- Participated in a tree plantation drive by SARP NGO
- Certificate soft skill course by prismatic
- Participated in intercollege Quest seminar
- Passionate about Yoga, Badminton, Cycling, and Tree Plantation

DATE:-

SIGNATURE:-
