

# SHAIBAZ CHOUGULE

## Customer Service Representative

+971562492329

@ Shaibazchougule1499@gmail.com

<https://www.linkedin.com/in/shaibaz-chougule-494756224>

Dubai, United Arab Emirates



## EXPERIENCE

### Customer service representative

#### Crystalline

05/2021 Dubai Mall

- Exceeded sales target by 18% by maintaining advanced products and Services knowledge and quickly assessing customer needs
- Managed a high volume of customer interactions, exceeding performance targets and achieving an average handle time of 8 minutes
- Collaborate with cross-functional teams to identify and implement process improvements, resulting in a 10% increase in customer satisfaction.
- Promptly handled an average of 80 customer support calls and addressed concerns about facilities, product mishaps, offers, and billing per day with a 95% customer satisfaction rate
- Monitored and recorded top customer grievances with details about frequency and seriousness using an Excel sheet
- Actively evaluated employee engagement to ensure employees were involved and satisfied, resulting in a 25% rise in employee satisfaction in FY 2024
- Developed effective strategies to market consumers' goods and services

### Customer service agent

#### Hotel Reemz

01/2018 - 03/2020 Ratnagiri, India

- Promptly handled an average of 80 customer inquiries and complaints per day with a 96% customer satisfaction rate
- Maintained a knowledge base of the evolving product offerings, and improved customer retention by 9% by proactively recommending new products to existing customers
- Documented customer interactions to reduce on-boarding time by 15% when new customer service representatives interact with customers Maintained up-to-date customer records in CRM while interacting with customers across email, phone, and social media
- Increased average customer order size for new customers by 14% by understanding needs and recommending the right products
- Resolved technical issues for customers and provided product support, resulting in a 35% reduction in customer complaints and a 90% first call resolution rate

## EDUCATION

### Ground Handling Services

#### Vision Aviation Academy

07/2017 - 05/2018 India

- Vision Aviation Academy

### Commerce

#### High school certificate

05/2015 - 02/2017 India

- Maharashtra Board

## SUMMARY

Experienced and reliable customer service Representative with extensive experience providing assistance in a busy Perfume Market setting Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

## LANGUAGES

#### English

Proficient



#### Hindi

Proficient



#### Marathi

Proficient



## SKILLS

Operate Windows package Microsoft word, Excel, Email.

Excellent interpersonal and customer service skills

Fluency in both spoken and written English

## ACHIEVEMENTS



I managed to convince a famous YouTuber for the product that I was assigned by the company from my desk. He further gave an amazing review on his Instagram handle as a story & his YouTube vlogs.

It helped me to gain a recognition in the company as well it also helped the company to gain a good traffic without spending for paid promotions.