**RESUME**

**Name** : Mohd Isahak

**Address** : House no 316 Dhadhan Mohalla Badarpur

**Phone** : 9911115668

**Email ID**: ishaqmalik5668@gmail.com

# 1. FIELD OF INTERST AND CAREER OBJECTIVE

 Based on my education, training & skills in my interested areas & some office experience, I can undertake job responsibilities in **Client Servicing, Escalation Handling, Cross Selling, Key Account Management, Client Retention or Client Relationship Management** and can deliver satisfactory results to my superiors along with getting the job done from my team members

 I would be happy if I get a career opportunity in my areas of expertise, where one can work and show skills in the

interest of the organization and grow with them

# 2. EDUCATIONAL QUALIFICATIONS

|  |  |  |
| --- | --- | --- |
| **Examination Passed**  | **Board / University**  | **Year of Passing**  |
| BBA  | IIMT University  | 2021 |
| Senior Secondary Exam  | CBSE  | 2017 |
| Senior Secondary Exam | CBSE | 2015  |

# 3. TRAINING AND SKILL

* Good in written & communication skills
* Handling customer escalations and providing trainings for the required products
* Preparing & presenting various weekly/monthly reports pertaining to process and Productivity
* Team handling and working hands on in order to achieve Daily/Weekly/Monthly Collection targets
* Computer literate – **MS Excel,** Advance **V-LOOKUP, Advance H-LOOKUP Pivot Table, Internet**, Mailing etc

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# 4. PAST EMPLOYMENT

|  |  |  |  |
| --- | --- | --- | --- |
| Organization Name  | Position Held  | From  | To  |
| Bizcrum Infotech Pvt Ltd | Return & Refund or NDR and Key Account Manager | 2020  | 2023  |
| Halo Connect Pvt Ltd  | Sr. Executive – Collections from (UAE) | 2019 | 2020 |

# 5. Professional Skills and Work Profile Overall

* Handling Customer’s and service issues from Pan India.
* Clarifying Clients Doubts and understanding of Requirements or issues

# • Handling Client Retention, based on best client services • Handling Next Level Escalations

* Building Client Relations and Managing their needs
* Maintaining Ticket Size and Managing Average Monthly TAT
* Understanding Clients Need and Providing Additional information when needed
* Communicating with Clients, over phone calls, emails and What’s app

#  • Retaining Di satisfied client and convincing them to continue the services further

* Taking Follow up with other Departments like production, Accounts in order to fulfil client Requirements
* Direct customer handling and Taking Feedback from the Customers on services making Weekly and Monthly.
* Sorting customer queries directly or on phone.
* Handling all the queries related with after sales service.
* Follow up’s & coordination with Team for the resolution of the query.
* Daily case to case report and remark to be shared with central team

**7. PERSONAL ATTRIBUTES**

# ⚫ Believe in positive attitude with dedication, determination & discipline

* Moving forward to **new levels** in an organization level wise based on **consistent performances** ⚫ **Adherence with demanding culture** and enthusiastic about learning new things.
* Enjoy with exploring **new thing’s** and **travelling**

# NOTE: I POSSESS ALL THE CERTIFICATES AND CAN BE PRODUCED FOR INSPECTION ON DEMAND

 **Personal Information:**

* Father Name : Md Ansari
* Date of Birth : 30-Oct-1995
* Language : English, Hindi,
* Nationality : Indian
* Marital Status : Un-Married

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

**DATE: -**

# (Mohd Isahak)