**Mohammed Mushran**

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"Motivated professional with a solid background in sales and customer service, seeking a rewarding position where I can leverage my skills in setting and achieving sales targets, developing effective strategies, and providing exceptional customer support. I aim to contribute my experience and passion for client satisfaction to a dynamic team in a company. As a dedicated team player with a strong problem-solving approach, I aspire to drive success and be an integral part of the organization's growth."

**PROFESSIONAL EXPERIENCE**

**Mas Callnet India Private Limited, Noida (Aug 2022 to February 2023)**

**Roles and Responsibilities:**

* **Set sales goals and developed effective sales strategies.**
* **Contacted potential and existing customers over the phone.**
* **Answered calls and addressed customer complaints and queries.**
* **Provided detailed information regarding customer requirements.**
* **Sold company products based on customer needs.**
* **Learned and understood company processes, products, and SOPs.**
* **Met daily, weekly, and monthly sales targets.**
* **Responded to customer calls according to their requirements.**
* **Maintained sales performance data.**

**Tech Mahindra Limited, Noida (May 2019 to February 2022)**

**Roles and Responsibilities:**

* Learned and understood company processes and products' standard operating procedures (SOPs).
* Accessed customer accounts and profiles.
* Answered calls and responded to customer complaints and queries.
* Provided customers detailed information about their requirements.
* Documented the complete details of customer requirements in the notes.
* Managed follow-ups for customer complaints.
* Drafted professional emails in response to customer queries.
* Replied to customer emails based on their requirements.
* Maintained team performance data.
* Shared end-of-day (EOD) reports with the team.

**Cogent-E-Services Private Limited, Noida (Aug 2015 to May 2018)**

**Roles and Responsibilities:**

* Learned and understood company tools and CRM.
* Accessed customer accounts and profiles.
* Answered calls and responded to customer requirements.
* Provided customers with detailed information about their requirements.
* Documented the full requirement details of the customer in the description box.
* Generated leads according to customers' requirements.
* Worked as a mediator connecting buyers to sellers.
* Shared EOD reports with the reporting manager.

**EDUCATIONAL QUALIFICATION**

* B.Com from Swami Vivekanand Subharti University, Meerut affiliated to UGC Approved (2018-2021).
* 10+2 from Saraswati Shiksha Niketan Inter College affiliated to UP board (2015).
* 10th from Saraswati Shiksha Niketan Inter College affiliated to UP board (2013).

**SOFT SKILLS**

* Excellent skills in Customer Relationships.
* Excellent skills in Customer Service.
* Proficient in Customer Support.
* Proficient in Active Listening.
* Ability to work in a Team.
* Flexible and proactive.
* Excellent skills in providing exceptional support and passion for client satisfaction.
* Self-motivated working style with a strong sense of personal ownership when it comes to resolving problems.
* Ability to multitask under pressure and work independently, with minimal supervision.
* Ability to prioritize tasks effectively when under pressure.
* Ability to build and maintain strong relationships with clients.
* A strong and innovative approach to problem-solving, with a talent for finding creative solutions.

**TECHNICAL SKILLS**

* MS Internet Explorer.
* Microsoft Office (Word, Excel, PowerPoint, Outlook).
* 40 WPM typing speed.
* Customer Relationship Management (CRM) Software: Familiarity with CRM tools for managing customer interactions, tracking sales, and ensuring efficient customer support.
* Communication Platforms: Proficiency in using communication tools (e.g., email, chat, video conferencing) to interact with customers and team members.

**PERSONAL DETAILS**

Name : Mohammed Mushran

Date of Birth : 06th Aug, 1995

Gender : Male

Location : Ghaziabad

**DECLARATION**

I hereby declare the above-mentioned information is correct to my knowledge, and I bear the responsibility for correctness of the above-mentioned particulars.

**(Mohammed Mushran)**