

SIDHARTH PATIL

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DOB – 7th March 1997.

SUMMARY

Skilled customer service professional with over 4 years of successfully client services, management experience. dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback and respectful conflict management response. enthusiastic and personable individual who enjoys working with people and building long- lasting relationship and product loyalty. passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

EXPERIENCE

FEB 2021 – MAR 2024

AXIS BANK .

- Complaint resolution.
- Data entry and technical support.
- Documentation maintenance for regular operational work.
- Instrument calibration of all lab equipment is as per plan.

Maintaining a positive tone and providing clear, helpful information.

Ensuring the customer has a positive experience with the company. and transferring team to the relevant agent or department.

Conducting surveys to collect data about customer satisfaction, churn rate, brand image and awareness, etc.

Analysing and reporting customer data to devise new strategies our update the existing ones.

Communicating with them through various channels, including email, social media, phone or sms Type your text

Fostering a healthy relationship between the client and the customer.

Informing the customers about updates, deals, offer, promotions, policies, etc.

Assisting them if they are facing a problem and troubleshooting it Type your text

Responded to customer inquiries via email and chat.

- Helped an average of 100 customers every day with a positive attitude and focus on customer satisfaction.
- Communicated with customers to ensure product understanding, answer question, and facilitate conflict resolution, improving 35% of customer satisfaction.

EDUCATION

MAY 2017-18

B.SC. (CHEMISTRY), BHOGAVATI MAHAVIDYALAYA [BMK].

Passing percentage – 76.12%

FEBURARY 2014-15

H.S.C, CH. SHIVAJI HIGH SCHOOL & JUNIOR COLLEGE K TARALE

Passing percentage – 56.77%

MARCH 2012-13

S.S.C., NEW HIGH SCHOOL K TARALE.

Passing percentage – 65.60%

SKILLS

- Performance analysis and improvement.
- Communication and active listening.
- Believes individual as well as in teamwork.
- Willingness to learn even from scratch.
- Microsoft Excel, Word PowerPoint etc.

LANGUAGES

- English.
- hindi.
- marathi.