

## Afsana Shaikh

Near BPT  
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### CAREER OBJECTIVE

Organised and skilled Customer Service Representative with over 1.5 years of experience, including sales, tech support and customer care. Seeking a position in a renowned organisation where by I can leverage my skills in customer correspondence, problem solving while contributing to my growth.

### EDUCATION

Course	Institute	Year of Passing	CGPA/Percentage
B.Com	Mumbai University	2018	64.14%
H.S.C	Maharashtra State Board	2015	68.31%
S.S.C	Maharashtra State Board	2013	64.40%

### EXPERIENCE

- **MSwipe Technologies Pvt.Ltd** 24/12/2018 - 30/6/2020  
Customer Service Executive
  - Answered product and service questions and offered information on related products and services. Boosted new customer NPS scores.
  - Maintaining the records of customer interactions and follow-up with the clients.
  - Assisted the Sales team for incoming requests for new services.
  - Leveraged opportunities to up-sell the customer base to increase revenue by 20%
  - Provided feedback of the customers to the concerned departments and authorities so as to improve the services.

### TECHNICAL SKILLS

- Attention to Detail
- Improving Customer Experience
- Interpersonal Skills
- Complaint Resolution
- Up-Selling
- Microsoft Office MS Powerpoint MS Word MS Excel

### ACHIEVEMENTS & AWARDS

- Received Associate of the Month Award 3 times. • Positive feedback and rating from Customers.
  - Appreciation on achieving Up-sell target.

## PERSONAL PROFILE

- Date of Birth : 13/11/1997
- Marital Status : Single
- Nationality : Indian
- Known Languages : English , Hindi and Urdu.
- Hobby : •Art •Photography •Health and Nutrition •Exercise