

AADIL HASSAN

CUSTOMER CARE EXECUTIVE

Phone

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Email

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Nationality

Indian

Total Work Experience

3 years

Language

English, Urdu, Hindi

Address

Kashmir, India



KEY SKILLS

- Customer Relations
- Customer Handling
- MS Office
- AI
- Salesforce

PROFESSIONAL EXPERIENCE

Alorica

Customer Care Executive

Oct 2024 - Aug 2025

Mohali, India

Teleperformance

Customer Support

Jan 2023 - Oct 2024

Mohali, India

- Dedicated to providing exceptional customer experiences, leveraging strong communication skills to resolve inquiries and issues efficiently. Expert in utilizing CRM systems to track interactions and ensure customer satisfaction through timely followups. Consistently achieved a resolution rate of over 90%, contributing to improved customer retention and loyalty. Streamlined support processes, reducing response times by 30% through proactive issue management.
- Trained and mentored new team members, enhancing team capability and cohesion.
- Gathered customer feedback to identify trends, leading to actionable improvements in service delivery.

Recognized for contributing to a 20% increase in positive customer feedback scores. Passionate about fostering a culture of continuous improvement and delivering unmatched support.

Marq tech

Customer Service Executive

Aug 2021 - Jan 2023

Srinagar, India

EDUCATION

Bachelor of Technology/Engineering - Electrical

SUS COLLEGE

2021

India

ABOUT

An accomplished Customer Care Executive with a strong background in helpdesk and customer service. Demonstrates expertise in customer relations and handling, combined with proficiency in MS Office, AI technologies, and Salesforce. This professional is dedicated to enhancing customer experiences and driving satisfaction through effective communication and problem-solving skills.