

Sameed Ahmed Sayed



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📄 PROFILE

Dynamic and results-driven professional with 6 years of experience in sales and customer service. Skilled in building strong client relationships, driving sales growth, and providing exceptional customer experiences. Seeking to leverage my expertise in a collaborative and growth-oriented environment where I can contribute to organizational success and further develop my skills

🌐 LANGUAGES

English

Hindi

urdu

👛 PROFESSIONAL EXPERIENCE

Amazon business (US)

Customer service representative

2023 – 2024 | Pune

Worked as a primary point of contact for Amazon Business customers in the U.S. via phone, providing support and resolving inquiries related to business accounts, orders, and services. My role ensures that business customers receive an exceptional experience and that their issues are resolved efficiently and effectively, contributing to the smooth operation of Amazon's services for business clients

- Customer Support:
- Provide high-quality, prompt assistance to Amazon Business customers through voice interactions (calls).
- Address customer inquiries, concerns, and issues related to orders, account settings, payments, products, and services.
- Actively listen to customers and offer appropriate solutions tailored to business-specific needs.

Tech mahindra

Customer relation officer

2023 – 2023 | Pune

As a Customer Relation Officer at Tech Mahindra for the Three UK Telecommunications Process, My roles and responsibilities would typically include:

1. Customer Support and Interaction:

- Serve as the first point of contact for UK customers, addressing inquiries related to Three's mobile services, plans, and products.
- Provide accurate information and troubleshooting assistance for technical issues related to mobile devices, billing, data, and network services.
- Handle both inbound and outbound calls, emails, and chat interactions to ensure customer satisfaction.
- Maintain a professional and friendly tone while communicating with customers to build trust and rapport
- Promote Three's mobile products, services, and packages based on customer needs and preferences.

Zomato

Customer service representative

2021 – 2022 | Pune

As a customer service representative at Zomato, My role involved addressing and resolving customer inquiries, complaints, and issues related to food delivery, restaurant listings, or other services provided by Zomato. My key responsibilities could include handling phone calls and live chat interactions to ensure customer satisfaction. You'd also work to improve customer experiences by providing product knowledge, troubleshooting issues, and offering solutions. Some of your notable achievements in this role could include:

- **Improved Customer Satisfaction:** Consistently maintaining high satisfaction ratings by addressing customer concerns efficiently and empathetically, leading to positive feedback and repeat business.
- **Resolution of Complaints:** Successfully resolving a large number of customer complaints by finding effective solutions, improving overall service delivery, and minimizing customer dissatisfaction.
- **Process Improvement:** Identifying recurring issues or bottlenecks in the customer service process and suggesting or implementing improvements that streamline operations and enhance the customer experience.
- **Team Collaboration:** Working closely with various departments (like delivery, tech, and restaurant support) to ensure customers receive timely and accurate information, helping to foster a more collaborative work environment.
- **Training and Mentorship:** Helping to train new team members or providing support to peers, contributing to a stronger, more knowledgeable customer service team.
- **Personal Performance:** Achieving or exceeding performance metrics like average handling time (AHT), first-call resolution (FCR), and customer satisfaction (CSAT) scores consistently

Cyber tatva

Business development executive

2018 – 2021 | Bhopal

As a Business Development Executive at Cybertatva, a digital marketing company specializing in the hotel industry, my role involved driving growth and fostering new business opportunities within the hospitality sector. My experience likely included the following responsibilities:

- **Client Acquisition & Relationship Management:** Identifying and reaching out to potential clients within the hotel industry, building and maintaining strong relationships with hotel owners, managers, and key stakeholders to understand their marketing needs and deliver tailored digital solutions.

EDUCATION

Bachelors in Business Administration

2015 – 2018 | Bhopal, India



SKILLS

- Outbound calls
- inbound calls
- Communication Skills
- active listening
- problem solving
- time management
- team player



INTERESTS

- Travelling
- music
- playi Football