

Taslim Qureshi

Operations & Customer Experience

 Thane, Maharashtra, India 400601

 9326550063

 qtaslim99@gmail.com

Ready to relocate immediately
Resourceful Customer Experience & Operations executive with proven industry expertise. Excellent track record of delivering customer service and operational excellence, always earned recognition for quality of work. Excellent consumer need understanding skills and outgoing personality leading to exceptional results.



Skills

- Key stakeholder relationship building
- Customer Interaction & Satisfaction
- Operational Excellence
- Quick Learner



Work Experience

● **Operations Executive, Retail Operations**

OneAssist Consumer Solutions, Mumbai

- Handling Critical Insurance Declaration portfolio for all subscriptions
- Ensured 100% compliance for declarations under Insurance Norms
- Maintenance of Cash Deposits to ensure compliance with Insurance Partner
- Leading entire cancellation & refund profile for the organization.
- Instrumental in reducing overall TAT for refund which eventually enhanced post cancellation consumer journey.

● **Relationship Manager, Tele sales & Collection**

Mintifi, Mumbai

- Retaining & Convincing consumer to renew membership
- Met Daily Targets for achieving the required revenue
- Sharing ideas to generate more Retentions/Renewals

● **Customer Service Executive**

Altruist India Pvt. Ltd., Mumbai

- Maintained consistency in achieving monthly targets & remained focused on addressing customer needs and resolving concerns.
- Handled & Managed Retention Business by achieving targets
- Encouraged & Convinced consumer to renew subscriptions

May'22 - Current

Mar'22 – May'22

June'20 – Mar'22

May'19 – May'20

Customer Service Executive

Teleperformance DIBS Pvt. Ltd., Mumbai

- Managed Retention Profile & Ensured Quality with least customer repeat
- Got awarded for maintaining the best quality & performance
- Assisted & coached new comers with process knowledge



Education



BMS

Priti Academy - Mumbai University



Languages



English, Hindi, Marathi



Accomplishments



- Best Customer Service Associate - OneAssist
- Best Newcomer Retention Agent - OneAssist
- Best Renewal Quality Agent - OneAssist



Hobbies



- Listening to Music
- Learning
- Travelling

Aug'19 – May'22