

Aniket Jadhav

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SUMMARY

Energetic, multilingual CSR with extensive experience in **complaint management** and delivering **exceptional support**. Skilled at resolving issues efficiently, ensuring **customer satisfaction**, and identifying sales opportunities. Thrives in fast-paced call center environments with a friendly and professional demeanor. **I have the right to work in the UK.**

EDUCATION

HSC in Commerce, Mumbai University | Mumbai, India | 2017

- **Modules:** Accounting, Economics, Business Studies, Mathematics
- **Achievements:** Scored distinction in final examinations
- **Extracurriculars:** Participated in inter-college business quizzes and debate competitions

WORK EXPERIENCE

Sales & Service agent | Allianz assistance | March 2025 – Present | London, UK (Remote)

- Handled **high volumes** of inbound calls for NatWest and Lloyds Banking Group, expertly explaining complex travel insurance policies, exclusions, and upgrades with **precision and clarity**..
- Maintained **in-depth, up-to-date knowledge** of policy details and **FCA regulations** to ensure full compliance and accurate customer guidance in a highly regulated environment.
- Played a key role in enhancing **customer experience** by delivering clear, **empathetic service** and ensuring policyholders received the right cover for their travel needs.

Customer Service Executive | Konecta UK | October 2021 – February 2025 | London, UK (Remote)

- Managed **high volumes** of customer queries via **calls, chat and emails**, ensuring effective resolution for SodaStream products using troubleshooting techniques.
- Processed orders on **Shopify** with accuracy and provided tailored solutions to dissatisfied customers, **enhancing loyalty**.
- Identified trends in customer queries, offering insights to improve processes and elevate **customer satisfaction**.

Customer Retentions Advisor | Sky TV Ireland | January 2021 – September 2021 | Dublin, Ireland (Remote)

- **Maximized sales** opportunities by upselling products aligned with customer needs, **increasing revenue**.
- Delivered efficient resolutions for customer inquiries, ensuring satisfaction and meeting **tight deadlines**.
- Proactively handled customer accounts, resolving **complaints** to ensure a seamless experience.

Customer Sales Executive | Tech Mahindra (Vodafone Australia) | March 2018 – January 2019 | Mumbai, India

- Addressed customer inquiries and promoted Vodafone's Fiber broadband plans, **boosting sales figures**.
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- Maintained accurate customer records and supported the field sales team to ensure smooth **coordination**.
- Employed a consultative approach to close **sales**, meeting quotas and ensuring customer satisfaction.

Customer Service Representative | Intelnet Global Services (Barclays UK) | August 2017 – February 2018 | Mumbai, India

- Delivered exceptional service to Barclays account holders, consistently exceeding banking sales **targets**.
- Resolved account inquiries and complaints, offering tailored **financial solutions** to meet customer needs.
- Demonstrated **problem-solving** expertise, ensuring smooth operations and high customer satisfaction.

Chat Support Executive | Haptik Infotech | February 2017 – July 2017 | Mumbai, India (Remote)

- Provided **prompt resolutions** to customer inquiries, maintaining high satisfaction levels and earning recognition as the best chat agent for two consecutive months.
- Managed order processing, secure payments, and maintained accurate data in **MS Excel** for daily transactions.
- Escalated and resolved issues efficiently, ensuring a **24-48 hour turnaround** for complaints and feedback.

Pharmaceutical Sales Representative | Atlantic BPO (US Pharmacy) | May 2015 – September 2016 | Mumbai, India

- Cultivated new and existing accounts, driving revenue growth through tailored pharmaceutical solutions.
- Conducted market analysis to optimize sales strategies and expand the customer base.
- Addressed customer complaints with effective solutions, enhancing satisfaction and loyalty.

EXTRACURRICULAR ACTIVITIES

- **Customer Experience Trainer** – Conducted training for ~45 team members, enhancing proficiency in tools like QuickBooks and Microsoft Office, achieving **90%** utilization rates.
- **Team Lead** – Spearheaded cross-functional projects to enhance customer satisfaction, driving a **15%** increase in service ratings.
- **University Volunteer** – Organized career-focused workshops for ~30 students, fostering skill development and increasing engagement.
- **Sales Coordinator** – Led initiatives that boosted merchandise sales by **30%** through strategic promotional offers.

LANGUAGES AND SKILLS

- **Languages:** English (Advanced), Hindi (Fluent).
- **Skills:** Customer Service, Complaint Management, Sales-Oriented, Efficient Problem Solving, Multitasking, Call Center Operations, Shopify, Microsoft Office (Excel, Word, PowerPoint), QuickBooks, CRM Tools, Professional and Friendly Communication, Team Leadership, Training and Mentoring

Awards

- **Agent of the Year 2022** – Konecta: Recognized for exceptional customer service and maintaining outstanding service standards.
- **Highest Retention Score** – Sky Ireland (Q2 2021): Achieved the highest customer retention rate within the team through exceptional relationship management.
- **Top Seller** – Vodafone Australia: Awarded for being the highest seller for two consecutive quarters, showcasing superior sales skills.
- **Highest CSAT Score** – Haptik and Barclays: Recognized for delivering excellent customer service and achieving the highest satisfaction scores.
- **Best Quality Score** – US Pharmacy: Awarded for attention to detail and product knowledge, ensuring exceptional service in a regulated industry.