

ANIKET JADHAV

Customer Service & Sales Specialist

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PROFESSIONAL EXPERIENCE

Sales & Service Agent

Allianz Assistance

03/2025 - Present London, UK | 100% Remote

- Handled 50-60 inbound calls per day for NatWest and Lloyds Banking Group, explaining travel insurance policies, exclusions and upgrades clearly
- Maintained a 93% quality score by keeping policy guidance accurate and compliant with FCA requirements
- Helped customers choose suitable travel cover while balancing clear service, policy accuracy and compliance requirements

Customer Service Executive

Konecta UK

10/2021 - 02/2025 London, UK | 100% Remote

- Managed 40-50 customer contacts per day across calls, chat and email, resolving product issues for SodaStream customers
- Processed 15-20 Shopify orders per day accurately and improved customer satisfaction by 7% through tailored support
- Maintained accurate customer records, updated internal systems and surfaced recurring issues to support process improvements

Customer Retentions Advisor

Sky TV Ireland

01/2021 - 09/2021 Ireland | 100% Remote

- Retained 78% of customers by recommending products aligned to customer needs and identifying upselling opportunities
- Ranked #1 in the team while exceeding target by 8% and resolving customer enquiries quickly under tight deadlines
- Strengthened retention and service continuity by proactively managing customer accounts and resolving complaints efficiently

Customer Sales Executive

Tech Mahindra (Vodafone Australia)

03/2018 - 01/2019 Mumbai, India | On-site

- Achieved 108% of target and ranked #1 for two consecutive quarters by matching Vodafone Fiber broadband plans to customer needs
- Converted customer enquiries into sales by recommending Vodafone Fiber plans that matched customer needs
- Maintained consistent quota performance through consultative selling in a high-volume telecoms environment

Customer Service Representative

Intelenet Global Services (Barclays UK)

08/2017 - 02/2018 Mumbai, India | On-site

- Achieved 105% of sales target and ranked Top 3 while delivering responsive service to Barclays account holders
- Supported Barclays customers with professional issue resolution, improving service quality while escalating cases where appropriate

Chat Support Executive

Haptik Infotech

02/2017 - 07/2017 Mumbai, India | Hybrid

- Resolved customer enquiries promptly and was recognised as the best chat agent for two consecutive months
- Maintained a 24-48 hour turnaround for complaints and feedback while resolving customer issues efficiently

Pharmaceutical Sales Representative

Atlantic BPO (US Pharmacy)

05/2015 - 09/2016 Mumbai, India | On-site

- Increased account sales by 12% by developing new and existing accounts through tailored pharmaceutical solutions
- Supported account growth by identifying opportunities through market analysis and customer needs assessment

SUMMARY

Customer service and sales professional with experience across banking, insurance, consumer products, telecommunications and pharmaceutical services. Strong track record working independently in remote support roles across phone, email and digital channels, resolving enquiries, escalating issues where appropriate, maintaining accurate records, and delivering clear, practical support. Recognised for quality, customer satisfaction and sales performance in remote and on-site roles. Right to work in the UK

EDUCATION

HSC in Commerce

Mumbai University

Mumbai, India

SKILLS

Customer Service	Complaint Resolution
Customer Retention	Sales & Upselling
Cross-Selling	Inbound Support
Phone, Email & Chat	CRM Tools
Shopify	Microsoft Office
Excel	Customer Records
Internal Systems	Digital Channels
Escalation Handling	Organisation
Remote Working	

LANGUAGES

English	●●●●●
Native	
Hindi	●●●●●
Native	

AWARDS

Agent of the Year 2022 - Konecta

Recognised for exceptional customer service and outstanding service standards

Highest Retention Score - Sky Ireland

Achieved the highest customer retention rate within the team

Top Seller - Vodafone Australia

Highest seller for two consecutive quarters

Highest CSAT Score - Haptik & Barclays

Recognised for excellent customer service and highest satisfaction scores

Best Quality Score - US Pharmacy

Recognised for attention to detail and product knowledge