SHREEDHAR PATEL

My Contact

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📍 Prahladnagar, Ahmedabad

Hard Skill

- C, C++, XML language
- Cross Selling Expert
- Customer Relationship Management (CRM)

Soft Skill

- Clear & Concise Communication
- Adaptability
- Confident & determined
- Capable of thriving in high pressure environments and meeting tight timelines

Education Background

- Kendriya Vidhyalaya
  HSC in Science stream
  Completed in 2013

- Gujarat Technical University
  Bachelors of Engineering
  Completed in 2017

Achievements

2018 – 2020
- *Recognized Top Performer in Quarter Thrice.*

About Me

Accomplished professional with 6+ years of success as a Customer Sales Representative at Etech Global Services, now a Senior Executive at VOIS. Proven expertise in strategic support and cross sales.

I aspire to contribute to a dynamic and professional work environment, leveraging my skills and knowledge to excel as a high-performing achiever.

Professional Experience

Etech Global Services | Customer Sales Executive
Feb 2017 – July 2023

Key responsibilities:
- Drove revenue growth at Etech Global Services by formulating and executing strategic sales plans.

- Nurtured strong customer relationships through consultative sales, resolving inquiries promptly.

- Consistently exceeded targets, monitored KPIs, and collaborated cross-functionally for a seamless customer experience.

- Documented interactions and provided valuable insights for continuous improvement.

VOIS | Senior Support Executive
Aug 2023 – Present

Key responsibilities:
- Customer Relationship Management: Built and nurtured strong relationships with clients, ensuring satisfaction and fostering customer loyalty.

- My approach involved not just meeting expectations but consistently exceeding them. Problem Resolution:

- Handled customer inquiries and resolved issues promptly, showcasing a commitment to delivering exceptional service. This skill not only enhanced customer satisfaction but also minimized potential escalations.