

Mohammed Shapik

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CAREER OBJECTIVE

DRIVEN AND HARDWORKING PROFESSIONAL WITH A PROVEN TRACK RECORD OF INCREASING CUSTOMER SATISFACTION LEVELS. NOW LOOKING TO CONTINUE DEVELOPING MY CUSTOMER SERVICE EXPERTISE BY STAYING CURRENT ON INDUSTRY TRENDS AND TECHNOLOGIES AND IMPLEMENTING BEST PRACTICES TO ENHANCE THE CUSTOMER EXPERIENCE AND QUALITY OF SERVICE SUPPORT IN SALES.

EDUCATION

SASURIE COLLEGE OF ENGG
BACHELORS IN MECHANICAL ENGG
2014 - 2018 | Tiruppur, Tamil Nadu

GREEN VALLEY HR. SEC SCHOOL
MATHS & COMPUTER SCIENCE
2012 - 2014 | Kotagiri, Tamil Nadu

ST. MARY'S HOME SCHOOL
TAMILNADU STATE BOARD
2006-2012 | Kotagiri, Tamil Nadu

SKILLS

CUSTOMER SERVICES

Over 4.5 years:

SAP • Salesforce • MS Office Suite
Email Drafting • Communication Skills

Over a year:

HTML • CSS • Web Design

Familiar with:

Logo Design • Banners • Invitations
Flyers • Video Making & Editing

HOBBIES & INTERESTS

- Cinematography
- Travelling on bike
- Exploring the unexplored places.
- Learning new skills & languages.
- Reading religious books and exploring facts about human evolution.

STRENGTH & QUALITIES

- Customer Centric & Focused, Strong Problem Solving, Leadership, Balanced Judgement, Handling Stress & Building Relationships
- Team player, Empathetic, Patient, Positive Attitude, Flexible, Motivator & Ready to help

EXPERIENCE

VWR, PART OF AVANTOR | CUSTOMER SERVICE ASSOCIATE

Dec 2018 - Sep 2023 | Coimbatore, TN

- Leveraged strong analytical and problem-solving abilities to troubleshoot and resolve US & CA customer inquiries efficiently through calls, emails, and chats.
- Managed accounts and processed purchase orders of high-touch hospital accounts, government departments, universities, industries and laboratories.
- Developed a deep understanding of all available products and processes and showcased the products' features to customers to ensure they received more than they desired, leading to high retention rates.
- Collaborating with internal and external teams to create price quotations and working with the sales team to provide the best prices to clients.
- Utilized SAP, Salesforce, and MS Office Suite effectively to track interactions and provide communications, periodic updates, and follow-ups on time.
- Worked closely with cross-functional teams and demonstrated attention to detail to ensure seamless customer experience and satisfaction.
- Complex scenarios are resolved by analyzing and investigating the root cause, prioritizing escalations, and collaborating with dedicated teams if necessary.
- Demonstrated qualities such as patience, understanding, and empathy while professionally handling escalations and dissatisfied customers.
- Developed and maintained reports in MS Excel to track customer orders, team performance and customer interactions.

PROFESSIONAL SKILLS

COMMUNICATION & ORGANIZATIONAL SKILLS

- Ability to create clear, compelling emails, newsletters, and marketing materials. Proficiency in articulating ideas and collaborating effectively with team members and clients.
- Ability to prioritize tasks, meet deadlines, and manage multiple projects simultaneously. Ensuring accuracy in data entry and reporting.

MARKETING KNOWLEDGE & TECHNICAL SKILLS

- Familiarity with platforms like Salesforce, SAP, MS Office Suite, Notion & Wrike for managing customer relationships and tracking leads. Proficiency in using Excel or Google Sheets to analyze data and generate reports.
- Supported active management of critical situation support requests, leading calls with customers and internal teams for fast-paced case resolution.

LIST MANAGEMENT SKILLS & EMAIL MARKETING

- Organizing, segmenting, and maintaining contact lists for targeted marketing efforts, as well as understanding lead capture and nurturing techniques through various channels.
- Experience in creating impactful email content that resonates with the target audience. I prioritize concise messaging, captivating subject lines, and a compelling call to action to drive engagement with our products and services.

- M. MOHAMMED SHAPIK