

Sahil Bashir

✉ sahilbashir77777@gmail.com ☎ +918082819162

📍 Khayam chowk, Srinagar, Jammu and Kashmir

Professional Experience

Oaktree self storage

Apr 2024 – Jan 2025

Jr.Underwriter Freelancing

- Conduct daily research on the self-storage industry, including trends, market conditions, and competitor analysis to support underwriting decisions.
- Evaluate potential risks associated with self-storage properties and make recommendations based on thorough analysis
- Analyze competitors' offerings, pricing strategies, and market positioning to identify opportunities and threats.
- Assist in the development of underwriting guidelines and criteria, contributing to informed decision-making processes.
- Prepare detailed reports and documentation for underwriting processes, ensuring accuracy and compliance with company standards.

ArchiDesigns

Dec 2022 – Mar 2024

Customer Service Associate

Srinagar, India

- Resolved over 200 weekly customer inquiries via phone and email, consistently exceeding service targets.
- Maintained a 97% average customer satisfaction rating, surpassing team goals by 12%.
- Adhered to communication guidelines, policies, and procedures to ensure seamless customer experiences.
- Processed over 1,000 customer account upgrades and cancellations, meeting customer needs promptly and accurately.
- Ensured satisfaction by assisting customers with 1,500+ orders, refunds, and exchanges, leading to a 15% increase in retention rates.
- Proactively identified and resolved customer issues, reducing response time by 20% on average.

Education

University of Kashmir

Mar 2020 – Nov 2022

Bachelor of Commerce

Srinagar, India

M.P high school

Jan 2019 – Dec 2019

High School Diploma

srinagar

Skills

- | | | | |
|-----------------------|---------------------------|-----------------------|-----------------------|
| • Proficient in Excel | • Proficient in Ms Office | • Communication skils | • Flexible & Adaptive |
| • Problem solving | | | • Jira |
| • Customer Outreach | • Data modelling | • Web development | |

Certificates

- Web development from Marvel Minds
- Fundamentals of MS Excel from CFI institute
- Accounting Fundamental from CFI

Languages

| | | | |
|---------|-----------|-------|-----------|
| English | ● ● ● ● ● | Hindi | ● ● ● ● ● |
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