

MD ADIL

Customer care specialist

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📍 Homes 121, sector 121, Noida

ABOUT ME

Experienced Customer Care Specialist with a proven track record of handling high volume customer interactions, escalation management, resolving issues efficiently, and delivering exceptional service.

Skilled to do multi tasking in a dynamic environment.

EDUCATION

2017-2020

University of Delhi

Graduated with a Bachelor of Arts (Honours) degree in English.

2015-2017

CBSE board

Successfully completed Class XII (Commerce) from the CBSE board.

WORK EXPERIENCE

06/05/2025- 02/09/2025

Admiral Solutions

Served as a Customer Care Specialist, completed training with 100% first-attempt assessment clearance, and emerged as a top performer by maintaining strong KRA and KPI performance.

10/07/2023- 12/04/2025

Wipro HR services

- Joined as a fresher in the role of **Customer Service Representative** and was promoted to **Senior Customer Service Representative** on 1st October 2024 upon first eligibility.
 - Handled on-floor support responsibilities, including assigning tickets to team members and providing real-time assistance.
 - Delivered exceptional customer service with an average CSAT score of **90%** and schedule adherence consistently above **95%**.
 - Conducted ticket audits and provided constructive feedback to improve team performance and quality.
 - Led weekly team huddles and information-sharing sessions to ensure alignment and knowledge transfer.
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SKILLS

- Effective communication
- Time Management
- Multi tasking
- Conflict Resolution & Empathy
- Quality Assurance & Process Compliance
- SLA Adherence