



# Riyaz Shaikh

Client Relations Advisor

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## Languages

Hindi

English

## About

With experience in customer care and retail, I thrive in providing exceptional support and managing operations efficiently. My skills in problem-solving and effective communication have significantly reduced complaints, enhancing the shopping experience across various retail environments. Fluent in basic Hindi and English.

### BRANDS WORKED WITH

- Bollywood Destination
- Eclerx
- Tech Mahindra
- Waters Bar & Kitchen

## Experience



### ● Customer Relations Advisor

Tech Mahindra | Mar 2023 - Sep 2023

- As a dedicated Customer Relations Advisor at Three, I have honed my skills in extending exceptional support to new and existing customers. My role has been pivotal in ensuring that every interaction with our valued clientele is not just satisfactory but genuinely remarkable. I take pride in my ability to help individuals meet their requirements, and I am committed to making their experiences with our company more meaningful and wonderful.
- My extensive experience in Customer Relations Advisory has equipped me with the knowledge and expertise required to navigate the complex landscape of customer service. I understand the importance of active listening, problem solving, and effective communication, and I consistently apply these skills to ensure customer satisfaction.
- Resolved complex issues and conflicts with clients by utilizing strong problem solving skills and effective communication techniques, resulting in a 20% reduction in escalated complaints.

### ● Bar Manager

Waters Bar & Kitchen | Jan 2023 - Sep 2023

- Client Relations: Welcomed and engaged with customers, ensuring a positive dining experience and resolving inquiries and issues promptly.
- Team Leadership: Managed and directed staff, including servers and bartenders, fostering a cohesive team environment, and setting service standards.
- Bar and Inventory Management: Oversaw bar operations, managed inventory, and minimized wastage, resulting in cost savings.
- Emergency Response: Acted as the point of contact for issues and emergencies, making quick decisions to resolve unexpected situations effectively.

### ● Analyst

Eclerx | Jul 2022 - Jan 2023

- As a dedicated Customer Relations Advisor (for Xfinity, USA), I have played a vital role in ensuring top-tier customer satisfaction and engagement. With a strong commitment to delivering exceptional service, I have leveraged my expertise to address customer inquiries, resolve issues, and enhance their overall experience.
- During my tenure at eClerx, I have developed a deep understanding of the telecommunications industry and have mastered the art of effective communication, problem-solving, and conflict resolution. My ability to actively listen and empathize with customers has allowed me to tailor solutions that not only meet their requirements but also exceed their expectations.
- Implemented data analysis techniques to provide valuable insights supporting decision-making, resulting in a 15% increase in efficiency.

### ● Retail Assistant

Bollywood Destination | Jan 2022 - Jan 2022

- Stock and replenish merchandise on the sales floor, ensuring proper product placement and visual presentation.
- Delivered exceptional customer service by addressing customer in-

quiries and guiding them to select suitable clothing items.  
• Ensured a well-maintained and orderly store atmosphere, elevating the overall shopping experience for customers.

## Education & Training

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- 2023 - 2024 ● **Queen Mary University of London**  
Master of Science,
- 2019 - 2022 ● **Savitribai Phule Pune University**  
Bachelor of Commerce,