

Sagar Vinayakrao Salve
Customer Support/Executive
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To become a Customer Support/Executive where I have to use my skills and knowledge for the accurate, critical and professional service to all the customers where strong management and analytical skills are useful in the delivery of the services to the customer.

CAREER CONSPECTUS AND WORK EXPERIENCE

1. Wissen Infotech Pvt. Ltd. Pune

Designation : Customer Support Executive -05/2023 to till date

Roles and Responsibilities:

- Respond promptly and professionally to incoming customer inquiries in person, by telephone, or by email
- Maintain an updated knowledge of the organization's products, services, and customer service policies
- Document customer interactions when necessary, compiling documents and forwarding information to interested parties
- Explain simply and clearly in response to customer questions and check for customer understanding and acceptance
- Recommend new products or services or make suggestions for improvements by identifying relevant features and benefits.
- Developed and presented Microsoft PowerPoint presentations to incoming freshman to provide information for the students to be successful.
- Understanding the products and services provided by the company, Knowing and identifying the customer's needs.

1. Phoenix Press Parts-Vasant Group of company Chinchwad, Pune

Designation: Customer Support Executive- 08/2021 to 03/2023

Roles and Responsibilities:

- Provide excellent customer support and Associate via active listening and professional communication, and identifying root causes of customer issues.
- Collaborate with necessary department to perform timely research and detailed analysis to resolve customer issues.
- Worked on developing, researching and proofreading technical reports, statistical summary write-ups, and client PowerPoint presentations.
- Maintained and communicated effective solutions.
- Respond promptly and professionally to incoming customer inquiries in person, by email or through a chat process or via telephone.
- Recommending products and services as per the client's requirements and
- Maintaining customer's relationship.

2. Sahil Auto. Technologies Pvt. Ltd. Aurangabad.- 08/2016 - 07/2021

Designation: Trainee/Support Executive

Roles and Responsibilities:

- Acted as the primary point of contact between customers and internal departments (sales, production, logistics, and quality control) to ensure seamless order processing and fulfillment.
- Managed customer inquiries, complaints, and feedback with prompt, professional responses, ensuring high levels of customer satisfaction.
- Collaborated with supply chain and inventory teams to provide real-time updates on stock availability and shipment status.
- Handled after-sales support, including warranty claims, product returns, and service coordination.
- Monitored and reported customer service KPI's (e.g., response time, issue resolution rate), contributing to continuous improvement initiatives.
- Processed sales orders, prepared quotations, and coordinated with production teams to meet delivery schedules and client expectations.
- Maintained accurate records of customer interactions, transactions, and service requests in CRM systems.
- Supported key account management by building and nurturing long-term relationships with strategic clients.
- Participated in quality assurance efforts by relaying recurring customer issues to relevant departments for product or process improvements.
- Ensured compliance with industry standards, safety guidelines, and company policies in all customer interactions.

3. Jadhav Gears-Group of Companies, Amravati

Designation: Intern/Trainee -Duration: 10th June 2015 to 25th June 2015-15 Days

Roles and Responsibilities:

- Gained hands-on exposure to core mechanical engineering processes, including fabrication, welding, machining, and metal casting operations.
- Observed and assisted in various stages of casting production, such as pattern making, mold preparation, melting, and pouring of metals.
- Supported the quality inspection team in monitoring dimensions, surface finish, and material specifications of fabricated components.
- Learned the basics of reading technical drawings and interpreting process flow in a manufacturing setup.
- Understood the functioning of workshop tools and machinery like lathe machines, grinding machines, and welding equipment.
- Shadowed supervisors and engineers to understand production planning, workflow, and shop floor safety protocols.
- Developed a foundational understanding of raw material handling, furnace operation, and post-casting finishing techniques.

SKILLS:

- MS Office, MSCIT, Windows 7, 10,11, EClips IDE, Computer Knowledge etc
- Empathy
- Problem Solving Skills and Positive Attitude
- Communication and Adaptability
- Active Listening and Resourcefulness
- Technical Knowledge, Patience, Tenacity, Familiarity with various Tools etc

Languages: English, Hindi, Marathi etc

Interest: Self taught Musician, Playing Cricket and Volleyball, Reading Books etc

QUALIFICATION:

- Bachelor in **Mechanical Engineering** - Amravati University-2016 - CGPA- **8.54**
- HSC- Amravati University- 2012- **63%**
- SSC-Amravati University- 2010- **84.60%**

Date:

Place: Pune