

PERSONAL

Name
Rihan Dhanshe

Address
fahad al-saleem street, Kuwait city
60000 Kuwait

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Email
rehandhanse7@gmail.com

Date of birth
27-10-2000

Place of birth
India

Gender
Male

Nationality
Indian

Driving licence
Yes

INTERESTS

- Watching news paper , social media scroling

LANGUAGES

English ★★★
Hindi ★★★★★
Urdu ★★★

RIHAN DHANSHE

Resolving product/service issues, troubleshooting problems, and providing ongoing technical assistance to customers are the typical duties of help desk support teams in SaaS and tech companies. That includes providing help and support with installation, customization, maintenance, and upgrading of the product. It requires agents to have deep product/ service knowledge, as well as certain hard skills. On top of detailed knowledge of customer service support software, tech support reps very often work closely with product development teams to ensure product optimization and improvement of end-user experience.
Working closely with demand planning and warehousing teams in order to ensure smooth order fulfillment
Providing analysis and reporting on metrics such as weekly/monthly sales by department, new product sell-through and offer code performance

WORK EXPERIENCE

Oct 2019 - Nov 2021

Customer service coordinator

Viztar international, India , Mumbai

Managing a team of customer service employees.
Maintaining compliance with policies and procedures.
Offering excellent customer service.
Displaying extensive product knowledge.
Overseeing the work of every employee in your team.
Promoting the vision of the organization.
Conducting quality assurance surveys with customers and reporting findings to the staff.
Handling customer complaints brought to your attention.
Conducting regular training sessions with the team.
Motivating the team to perform at their best.

Feb 2020 - Jan 2022

Customer service executive

ABC industries LLC, United Arab Emirates

Managing a team of representatives offering customer support.
Overseeing the customer service process.
Resolving customer complaints brought to your attention.
Creating policies and procedures.
Planning the training and standardization of service delivery.
Selecting and hiring new staff.
Monitoring the work of individual representatives and of the team.
Conducting quality assurance surveys with customers and providing feedback to the staff.
Possessing excellent product knowledge to enhance customer support.
Maintaining a pleasant working environment for your team.

Jun 2022 - Present

E-commerce/reservation incharge

Inn & Go Kuwait Plaza Hotel, Kuwait city

Manage all online activity in relation to traCic acquisition, sales, conversion and a/b testing and reporting
Develop and implement ecommerce strategy in order to improve website performance
Work with developers to improve website speed
Work wth the marketing team or manage digital marketers in order to improve quality and traffic acquisition
Re-Platforming website to new CMS, making website mobile capable
Research market in order to discover new trends and technologies in order to improve website performance
Analyse various data in order to deliver data driven strategies in order to deliver top performance and achieve kpis
Handle all reservations online as , BOOKING.COM, AGODA ,

HOTELBEDS, DESTINATION OF THE WORLD , EXPEDIA,
Updating the rates ,collecting the payment,making reservations

EDUCATION AND QUALIFICATIONS

Jun 2016 - Mar 2018

HSC commerce
Afzal jafar khan Mahadik collage arts & commerce, Mumbai

Jun 2022 - Present

Bachelor of commerce (finance & accounting)
TBK collage of arts , commerce & science, Mumbai

SKILLS

Ms word, power point ,excel , ★★★★☆