



## MUDASSIR SOLKAR

Operations & Relationship Manager | Team Manager | CRM & Customer Service | Sales

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### **Professional Summary**

Results-driven Operations, CRM, Customer Service, and Sales Specialist with 10+ years of experience in technology, telecom, and contact center industries. Proven expertise in managing large-scale operations (200+ professionals), enhancing customer satisfaction and retention, and implementing CRM-driven strategies that improve service quality and efficiency. Skilled in KPI/SLA management, process optimization, and team leadership, with a strong track record of streamlining workflows and delivering exceptional customer experiences. Currently pursuing an MBA in Strategy & Leadership to strengthen strategic and operational capabilities.

### **Work Experience**

#### **Relationship Manager – WhiteHat Jr., India | Oct 2020 – Mar 2025**

- Managed and supervised a team of 200+ professionals across US, UK, Australia, Canada, and GCC, ensuring consistent service delivery to 10,000+ customers monthly.
- Oversaw day-to-day operations with strict adherence to KPIs, SLAs, and SOPs, achieving 95% compliance and improving process efficiency.
- Conducted weekly quality checks and audits, reducing errors and enhancing customer satisfaction scores by 20%.
- Led onboarding and training programs for new hires, cutting ramp-up time and ensuring operational readiness.
- Monitored and maintained real-time performance dashboards and reports, enabling leadership to track KPIs and drive data-backed decisions.

#### **Customer Service & Sales Associate – Altius Customer Services, India | Nov 2016 – Jan 2020**

- Connected with 200+ hotel owners to onboard them into new payment processing systems, ensuring smooth setup and compliance with company standards.
- Acted as the primary liaison for hotel partners, resolving payment-related concerns and providing end-to-end customer support with a 95% satisfaction rate.
- Increased sales by 20% by strengthening partnerships and introducing value-added services during the onboarding process.
- Delivered consultative support to hotel owners, building trust and securing long-term relationships that boosted repeat business.

- Partnered with internal operations and finance teams to streamline payment processing, reducing onboarding delays.

### Customer Service & Sales Representative – Sharaf DG, UAE | Mar 2014 – Feb 2016

- Drove sales for Etisalat products and services, achieving 100% of monthly sales targets.
- Delivered personalized support to 500+ customers weekly, resolving 95% of issues at first contact.
- Maintained accurate customer databases and sales records, improving reporting accuracy.
- Collaborated with Marketing, Operations, and Finance teams to ensure adherence to service standards.
- Prepared detailed sales activity and customer interaction reports, improving business intelligence insights.

### Customer Relation Officer – Hinduja Global Solutions, India | Jun 2012 – Feb 2013

- Handled end-to-end support for 3,000+ customer accounts monthly, covering product services, order processing, and account management.
- Executed technical troubleshooting for internet connectivity issues, achieving a 90% first-time resolution rate.
- Reduced service activation and installation turnaround time through efficient coordination.
- Managed customer escalations, ensuring 100% timely resolution in collaboration with internal teams.

### Key Skills

- Operations Management | Supply Management
- Team Leadership | Cross-Functional Team Coordination
- KPI & SLA Monitoring | Training & Quality Assurance
- Customer Experience Leadership | Customer Service
- CRM Systems: Salesforce, Zendesk, Metabase, Quicksight, Talkdesk, Avaya
- Sales | Data-Driven Reporting | Quality Management

### Education

**MBA in Strategy & Leadership** (Pursuing)

**Bachelor of Commerce** | India | 2012