

## CONTACT

### DEEP MASAWALA

@ deepmasawala1@gmail.com

+97333846368

Flat 2, House 1340  
Road 3729  
Manama / Umm Al Hassam 0337  
Capital Governorate  
Bahrain



## OBJECTIVE

With the academic background of Bachelor of Science and working experience of Customer support executive, looking forward to a career allowing opportunities for the professional and personal development.

## EXPERIENCE

02/05/2016 -  
30/10/2017

- **Sangani Associates ( Ahmedabad- Gujarat - India)**

Customer Support Executive

- Communicate with customers who have escalated issues to determine beneficial resolution and ensure timely follow-up to verify that complaints have been addressed and satisfied.
- Successfully dealing with personal loans and providing end to end support to the customer.
- Responsible for market development and commitments for customer management portfolio.

26/02/2019 -  
30/09/2019

- **Travel Designer - Rezlive ( Ahmedabad- Gujarat - India)**

Client Support Executive

- To attend inbound calls of Clients and Travel agents and to call the hotels to confirm the reservation of the client Internationally and Domestic in a respective manner.
- Handled escalated and upset calls, maintained and updated the outbound and inbound call reports.
- Develop and maintain strong customer relationships.
- Dealing with customer and agents via call and emails to solve their issues.
- Flexibility with work times – including rotational shift work.

## EDUCATION

2012

- **GSEB**  
S.S.C  
81%

2014

- **GSEB**  
H.S.C  
51%

2019

- **Gujarat University**  
Bachelor of Science  
61%

2018

- **International Travel and Tourism Institute**  
International Air Transport Association  
Pass

## SKILLS

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- Honest and Loyal towards work.
- Good communication and problem solving skills.
- To support client in difficult times. Good knowledge of Tourism.
- Knowledge of Ms word, CCC and Tally.
- Team Management.

## LANGUAGE

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- English
- Hindi
- Gujarati

## INTERESTS

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- Surfing Internet to learn new things.
- Like to meet new people.
- Participating in social activities.
- Playing sports activities.
- Traveling.

## PERSONAL DETAILS

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- Date of birth :- 10/06/1996
- Marital Status :- Single
- Gender:- Male

## DECLARATION

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- I do hereby declare that all the above information provided by me is true and correct to the best of my knowledge.

Date :- 21/03/2020

Place:- Manama - Bahrain