

# SOHIL PATHAN

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## EDUCATION

SPPU university , B.Y.K College of Commerce , Nashik  
11/12<sup>th</sup> grade in Commerce Stream

SPPU university , B.Y.K College of Commerce, Nashik  
Bachelor of Commerce (B.Com)

## WORK EXPERIENCE

### DR. BUFF CAR AND BIKE DETAILING , Nashik

#### Owner

October 2021 - current

- Cleaning vehicle interiors and exteriors in compliance with all company standards and client requests.
- Perform inspections and keep complete, accurate records of the vehicle's condition.
- Move and park vehicles, deliver vehicles to correct locations, and pick owners up if needed.
- Respond to client inquiries and fulfill their requests.
- Apply protective finishes to the exteriors of our customers' cars.
- Perform inspections to ensure that each step of the cleaning process has been completed.
- Answer any questions that customers have about their car detailing.
- Operating buffers, steamers, hoses, vacuums, and other equipment to meet service expectations.
- Using cleaning, protective, and restorative agents to maintain and enhance the appearance of vehicles.
- Treating car windows , Vacuuming car upholstery and other surfaces , Retouching paint for customer satisfaction.
- Ensuring quality work is done before moving on.
- Notifying managers of equipment malfunction.
- Repairing small cosmetic parts ,if needed.

### M-SWIPE , Nashik

#### Sales Executive

September 2019 - February 2020

- Contacted customers to set-up appointments, monitor satisfaction levels and upsell additional offerings.
- Customised service offerings to accommodate consumer needs.
- Referenced weekly sales ad and promotional signage to verify and enforce correct pricing.
- Showcased product features and benefits to drive sales.
- Applied processes and systems with proven results to increase customer satisfaction.
- Planned and coordinated product sales to exceed revenue projections and growth targets.
- Built new business partnerships to drive customer acquisition and generate revenue.

### PRECIOUS CALL CENTRE , Nashik

#### Call Centre Representative

Jan 2018 - December 2018

- Handled incoming calls and directed to relevant departments using multichannel switchboards.
- Managed omnichannel switchboards effectively, delivering efficient services within fast-paced call centre environments.

- Provided exceptional call centre experiences through first-class communication and professional customer care.
- Maintained electronic record details, requests for service and actions taken using CRM.
- Spoke clearly and politely when resolving telephone queries, providing professional, personalised customer care.
- Enhanced customer journeys and experiences through relevant and tailored responses to customer issues.
- Improved monthly sales figures by increasing add-on sales of product accessories.
- Reduced customer wait times through efficient call handling and complaint resolution.
- Produced and accurately followed communication scripts to efficiently resolve customer queries.
- Answered calls with positivity and enthusiasm, delivering warm, friendly customer care.

## **KHAN DEVELOPERS , Nashik**

### **INTERN**

January 2017 - December 2017

- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Conduct searches to find needed information, using such sources as the Internet.
- Resolve customer complaints or answer customers' questions regarding policies and procedures.
- Manage and maintain executives' schedules.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Create, maintain, and enter information into databases.
- Train and assist staff with computer usage.
- File and retrieve corporate documents, records, and reports.

## **WORKSHOPS / SEMINARS / COMPETITIONS**

- Recieved Certified training of PPF application at PROTEQ autocare, Goa 2022.

## **LANGUAGES**

English | Hindi (Native) | Marathi