

Shubham Gupta

Executive-Operations

A skilled customer service professional with a 2.5 years of experience in customer service management. Seeking for a position that comes with a strong market knowledge and critical reasoning abilities to identify and assess customer needs to achieve satisfaction



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WORK EXPERIENCE

Executive-Operations

Startek

11/2020 - 05/2021

Noida

Responsibilities/Tasks

- A professional approach in providing accurate information about the products and services to the customers.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Keep records of customer interactions, process customer accounts and file documents.
- Handle customer complaints , provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Associate-Customer Support

Tech Mahindra

12/2018 - 07/2020

Noida

Responsibilities/Tasks

- Work based on reverting the mails to the customers and letting them know about the information they enquired.
- Manage large amounts of incoming calls Identify and assess customers' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods/tools.
- Escalate unresolved queries to respective departments for accurate redressal.

ACCOMPLISHMENTS

Awarded certificate of excellence by Startek team for delivering high standards of performance and dedication for the month of NOV. 2020.

EDUCATION

Bachelor of Commerce

Kanpur University

2018

Intermediate

United Public School (ISC Board)

2015

High school

United Public School (ISC Board)

2013

SOFT SKILLS

Active listening skills

Adaptability

Good client relations

Problem solving sttitude

Self motivated

HARD SKILLS

Proficient in MS office applications

MS word, Powerpoint, Excel

LANGUAGES

English

Professional Working Proficiency

Hindi

Professional Working Proficiency

INTERESTS

Listening music

Interacting with people