

## GAGAN WALIA

### CONTACT

📍 T-9 Sector 12 Noida  
India  
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@ gagan.singh999@yahoo.com

### PERSONAL DETAILS

Date of Birth : 03/07/1988  
Marital Status : Married  
Nationality : Indian  
Passport : Indian Passport  
Gender : Male  
Driving Licence : Heavy Motor Vehicle Licence

### SKILLS

Customer-focused and detail-oriented Customer Service Representative with [4]+ years of experience in fast-paced UK/ US environments. Skilled in conflict resolution, communication, and CRM systems. • Excellent English Communication Skills. • Good Typing Skills • Good in Research

### LANGUAGES

English, Hindi, Punjabi

### EXPERIENCE

#### Transport & Logistics Organisation

2012 - 2019

Operations Team Associate

Oversees all aspects of a company's transportation operations, ensuring efficient movement of goods or people, compliance with regulations, and cost-effective logistics.

#### Teleperformance Global Services Private Limited

2020 - 2022

Senior Customer Service Executive

- Responded to customer inquiries via phone, email, and chat, providing accurate information and resolving issues efficiently.

#### Capline Services Pvt Ltd

2022 - 2024

Senior Customer Executive

- Processed orders, returns, and refunds with precision using [CRM/software used, e.g., Salesforce].

- Collaborated with internal departments to escalate unresolved issues and ensure timely resolution.

### EDUCATION

#### NIOS

2009

Secondary

55%

#### NIOS

2011

Senior Secondary

47%