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Udham Singh Nagar  
Uttarakhand (244713)

EDUCATION

Bachelor of Science

M.J.P Rohilkhand University  
2016-2019

Intermediate

Adarsh Inter College  
2015-2016

Matriculation

Samar Study Hall  
2013-2014

EXPERTISE

- Customer Relationship Management
- Leadership and Team Management
- Problem-Solving and Conflict Resolution
- Communication Skills
- Cross-Functional Collaboration
- Performance Management
- Complaint Handling
- Time Management and Prioritization

LANGUAGE

- English
- Hindi

HOBBIES

- Writing
- Team Sports
- Reading
- Gaming
- Photography

ABOUT ME

I have a solid background in customer service, with several years of experience specifically in senior-level roles. This experience has equipped me with a deep understanding of customer needs and expectations. I excel in verbal and written communication, allowing me to effectively engage with customers and provide clear, concise solutions to their inquiries or concerns. My ability to communicate empathetically and professionally fosters positive relationships with customers.

WORK EXPERIENCE

Jan 2023- Present  
Concentrix Daksh Pvt. Ltd (Gurugram)  
Senior Customer Service Representative

- Managed a team of customer care representatives, providing leadership, guidance, and mentorship to ensure consistent delivery of high-quality service.
- Resolved escalated customer issues promptly and effectively, maintaining a high level of customer satisfaction and retention.
- Conducted regular training sessions for staff on effective communication techniques, conflict resolution, and product knowledge.
- Consistently met or exceeded performance targets, including average handling time, first-call resolution, and customer satisfaction scores.
- Recognized for outstanding performance and received multiple awards for exceeding customer service goals and demonstrating leadership qualities.
- Acted as a liaison between customers and internal departments to ensure timely resolution of issues and seamless communication.
- Conducted regular performance evaluations for team members, recognizing top performers and providing additional support or training as needed to address performance gaps.
- Maintained up-to-date knowledge of industry trends, competitive landscape, and best practices in customer service

DECLARATION

I HEREBY DECLARE THAT ALL THE INFORMATION PROVIDED IN THIS RESUME IS TRUE, COMPLETE, AND ACCURATE TO THE BEST OF MY KNOWLEDGE