

OMPRAKASH



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NEW DELHI-110059, INDIA

SKILLS

- Customer Support
- Escalation Handling
- Sales & Service
- Upselling & Cross Selling
- Active listening Acumen
- Assertive Behavior
- Accountable

ACCOMPLISHMENTS

- Awarded best Service Executive in North India. (**Lenskart.Com**)
- Consecutive Three times highest Score card winning in customer service. (**Vitrogene Health Care**)

EDUCATION

Graduated DELHI UNIVERSITY (2012)

Diploma in Computer Operator
Programming Assistant from IICE (2011)

12th Board B.S.E.B (2008)

10th Board C.B.S.E (2006)

HOBBIES

- Verbal Communication
- Chanting & Meditating
- Reading Books

LANGUAGES

English

Hindi

PROFESSIONAL SUMMARY

Driven complete Service & Sales with 10 years of experience. Result oriented, Problem solver & promoting customer satisfaction by resolving concerns and answering questions. Friendly personality improves customer retention and team building.

WORK EXPERIENCE

SR. CSE

Aug 2024 - Jan 2025

ANTARA SENIOR CARE (Max Group)

- Managed customer all complaints, queries and raised tickets using CRM (Zoho).
- Conducted regular follow-ups with all stakeholders on a daily basis.
- Handled all inbound and a few outbound calls for the sales closing.
- Training & sharing feedbacks with neophyte joins.
- Addressed New sales inquiries.
- Performed upselling, cross-selling, and offered appropriate solutions within the stipulated time.
- Maintained assertive behavior to achieve customer satisfaction.

SR. CSR

Aug 2021 - July 2024

VITROGENE HEALTH CARE

- Managing complete service delivery, including upselling, cross-selling, and providing appropriate solutions within the stipulated time.
- Demonstrating strong phone contact handling skills and active listening.
- Conducting daily follow-ups with dissatisfied clients to ensure resolution.
- Maintaining assertive behavior to achieve customer satisfaction.
- Remaining calm and professional when dealing with aggressive clients.

Sales Executive

June 2017- Mar 2020

LENSKART.COM

- Managed all Sales, services and greetings for all walk-in customers at the store.
- Handled daily escalations and provided appropriate solutions within the stipulated time.
- Ensured and contributed to maintaining store NPS (Net Promoter Score).

BDE

Apr 15 – Jun 17

MATRIX CELLULAR INTERNATIONAL

- Managed complete Sales & service at IGI AIRPORT T-3.
- Upselling, cross selling while handling escalations also solving their concerns coherently.
- Ensuring about the product deliverance & Troubleshooting technical problems.
- Keeping in touch with clients all the time to maintain customer satisfaction.