Sagar **Expertise:**

Customer service

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| [Sagar.148823@2freemail.com](mailto:Sagar.148823@2freemail.com) |  |  |  |
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**Profile:**

7 years experience of customer service, sales and Tele marketing. Some of my strengths are; Innovator, passionate, hard worker, target oriented, team leader, coordinator, researchers, implementer and planner.

**Professional Experiences:**

***Senior Tele Sales Executive*** [March 2015 – March 2017]

**Business Link Communication (Dubai)** Sales and Marketing

*is involved in the sales and marketing of Telecom products as well as customer service.*

*Job Description:*

1. Approaching Telecom Products to the corporate clients.
2. Finding their requirements and offering the flexible plans.
3. Fixing the appointment with the clients and assign associate for the paper works.
4. Updating daily activities and progress over online smart sheet.

***Tele sales Supervisor*** [Aug 2013 – Feb 2015]

**Cloud Tech Web LLC (Kathmandu, Nepal)** IT outsourcing

*is a business product outsourcing company.*

*Job Description:*

1. Responsible for finalizing the project deal with clients
2. Responsible for fulfilling the payments and updates about their work
3. Monitoring the sales agents and evaluating their overall performance
   1. assuring the customer service satisfaction

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| ***Courier*** | [March 2011 – March 2013] |
| **FEDEX Express (Riyadh, Saudi Arabia)** | Logistics and Transportation |

*is a logistics and transportation company which serves worldwide.*

*Job Description:*

1. Delivering packages and doing pickups in certain route.
2. Ensuring goods and packages to be accepted and sent as per laws.
   1. Dealing with clients in their work place, residence and commercial places.

***Customer Services Executive*** [Feb 2009 – Feb 2011]

**Gigabyte Service Pvt Ltd, (Kathmandu, Nepal)** Product outsourcing

*is a IT product outsourcing company working for the American campaign .*

*Job Description:*

1. Answer phones, first level of support for customer inquiries and problem.
2. Responsible for creating customer service orders and work requests.
3. Paged call backs dates and notified them of processing and updates their work queue.
4. Assist other customer service Representative in problem resolution and daily job tasks.

**Language Known** (Both written and spoken)

1. English
2. Hindi
3. Nepali
4. Arabic (Spoken only)

**Personal skills and competences:**

I enjoy sharing what I have learned with my co-workers to encourage their development within the team. I have excellent people and communication skills. I know how to calm an angry client and settle disputes between co-workers. I have had experience interacting with people from all different paths of life. I took great pride in any work I do and have a strong positive work ethic.

**Computer skills and competences:**

Proficient with Microsoft word, Excel, PowerPoint software, I am a quick learner for different software system in company and could gather data and information from Web instantly.

**Artistic Skills:**

Active member in Red Cross Society and was the team leader for cricket team in the school, intermediate writing skills for essays, poems and stories while competition held in college.

**Driving License:** Valid Nepalese and Saudi four wheeler license

I hereby declared that the above-mentioned details are true to the best of my knowledge and belief.

Regards

Sagar