**Gulfjobseeker.com CV No:** **1318788**

**Mobile +**971505905010 / +971504753686

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Submit request through Feedback Link

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Date of Birth: 6th Aug. 1986

Nationality: Indian

Marital Status: Single

Respected Sir / madam,

This letter is to introduce myself and to let you know of my interest in becoming a part of your company for a suitable position. The enclosed resume will furnish you with information concerning my overall employment background, education and skills.

With more than 6 years of experience in sales, customer service and banking, I look forward to joining a highly growth oriented organisation where my skills and competencies can be utilized for both personal and professional benefit. My vast and varied experience backed by excellent academic qualifications makes me an ideal candidate for your position.

I am looking for an opportunity to combine my skills with the requirements of the organisation. I am submitting my detailed resume for your kind consideration.

I am looking forward for an opportunity of a personal interview to better present my credentials.

Thank you for your time.



OBJECTIVE

To obtain a challenging position in a professional organization where I can utilize my experience and enhance my skills.

EDUCATIONAL QUALIFICATION

Bachelor of Business Administration (Management) (Stratford University) (2010)

12th from J.D.Tytler School (C.B.S.E.) 2004

10th from J.D.Tytler School (C.B.S.E.) 2002

International English Language Testing System (Academic)

Overall Band Score: 7.0

WORK EXPERIENCE

ZOOMTECHY (May, 2013 – July, 2014)

Gurgaon, Haryana

Zoom Techy is a New Jersey (USA) based company providing online technical support to the individuals and small businesses. Zoom Techy supports all the major computer brands as Dell, HP, ASUS, Sony, etc and printers and peripherals. Zoom Techy also supports major email clients, browsers, antiviruses and Mircrosoft products and listed with all the major advertisements channels as Google Adwords, Microsoft Bing & Yahoo Advertisments & YP.com (Yellow Pages, USA).

Sr. Technical Sales Executive

(U.S. Process)

Provided technical support services for computers

Engaged in inbound and outbound sales

Engaged in up selling

Performed computer diagnostics

Provided computer optimization

Provided telephone support

Engaged in customer services

Floor Supervisor

Assisting agents on the floor

Managed the floor by walking around

Handled supervisory calls

Charged online merchant payments

Handled complaints

Provided coaching and training

Helped in day to day operational issues

Handled inbound and outbound calls

Barged calls of new trainees

Motivated and encouraged agents

Handled online chat support

Ensured follow ups on existing issues

Kept track of attendance

Handling customer services

Team Leader Sales

Managed team of agents

Prepared daily reports

Maintained staffing and scheduling

Reviewed performance

Motivated and encouraged agents

Performance target setting

Handled supervisory calls

Handled pre-shift and post-shift meetings

Provided coaching and training

Counseling and solving problems

Communicated job expectations

Planned areas of improvement

Monitored performance and quality

Responded to customer inquires

Recommended for appraisals

Maintained attrition

Calculated the no. of inbound calls

Handled customer complaints

Provided feedbacks

Trouble shooting any operational problem

Charged payments on merchants online

Timely follow ups on existing issues

Maintained service level agreements

Handled online chat support

Acted as a bridge between team and senior management

AMERICAN EXPRESS INDIA PVT. LTD. (April 2011 - October 2012)

Gurgaon, Haryana

The American Express Company, also known as Amex, is an American [multinational](http://en.wikipedia.org/wiki/Multinational_corporation) [financial services](http://en.wikipedia.org/wiki/Financial_services) corporation headquartered in [Three World Financial Center](http://en.wikipedia.org/wiki/Three_World_Financial_Center), [Manhattan](http://en.wikipedia.org/wiki/Manhattan), New York City, New York, United States. The company is best known for its [credit card](http://en.wikipedia.org/wiki/Credit_card), [charge card](http://en.wikipedia.org/wiki/Charge_card), and [traveler's cheque](http://en.wikipedia.org/wiki/Traveler%27s_cheque" \o "Traveler's cheque) businesses. American Express is ranked as the 22nd most valuable brand in the world and one of the top 20 Most Admired Companies in the World.

Sr. New Accounts Analyst

U.S. Credit Card Division (New Accounts Department)

Managed applications for new accounts

Engaged in customer services

Involved in data error correction

Processed applications for credit cards

Monitored potential fraud

Involved in extensive research

Performed background checks

Dealt with various departments

Provided telephone support

SERCO (July 2007 - March 2009)

Gurgaon, Haryana

Serco Global Services is a leading global Business Process Outsourcing Provider supporting multinational clients with over 60,000 employees in 100 delivery centers across US, UK, Europe, India, the Philippines, Australia, Middle East & Africa.

Sr. Customer Representative Executive

Talk Talk Telecom Process (U.K. Campaign)

Managed phone and internet services

Engaged in internet troubleshooting

Assisted customers with phone faults

Provided equipment assistance

Maintained customers accounts

Provided telephone support

Compliance Department

Audited and analyzed data of the organization to submit it to the OFCOM.

Worked as a backend team

Shortlisted out of 300 employees for a team of 20.

Second Line Department

Dealt with extremely dissatisfied customers

Handled customer complaints

Performed follow ups on daily basis

Proved to be the best level of support for customers

Shortlisted out of 20 employees for a team of 6.

TELEPERFORMANCE INDIA (June, 2005 to March, 2007)

Gurgaon, Haryana

Teleperformance is a global company, worldwide leader in multichannel customer experience. The company is specialized in customer service, technical support, call center, debt collection and social media. It has been providing superior customer care services for leading companies throughout the world, with expertise in many markets and verticals.

Customer Service Executive

Washington Mutual Bank Process (U.S. Campaigns)

Processed application for credit cards

Engaged in inbound sales

Engaged in up selling to maximize outcome

Provided telephone support

Ashro (Shopping Process)

Online fashion catalog

Managed orders and payments

Engaged in inbound Sales

SKILLS

Excellent communication skills

Good computer knowledge

Good typing speed

Good at research and analyzing

Ability to persuade the people

Ability to produce results in pressure situation

Excellent customer service skills

Excellent at sales

Willing to work in changing shift, weekend and holidays

REFERENCES

Reference available upon request