

# Shubham Gupta

## Executive-Operations

A skilled customer service professional with a 2.5 years of experience in customer service management. Seeking for a position that comes with a strong market knowledge and critical reasoning abilities to identify and assess customer needs to achieve satisfaction



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## WORK EXPERIENCE

### Executive-Operations

#### Startek

11/2020 - 05/2021

Noida

##### Responsibilities/Tasks

- A professional approach in providing accurate information about the products and services to the customers.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Keep records of customer interactions, process customer accounts and file documents.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

### Associate-Customer Support

#### Tech Mahindra

12/2018 - 07/2020

Noida

##### Responsibilities/Tasks

- Work based on reverting the mails to the customers and letting them know about the information they enquired.
- Manage large amounts of incoming calls Identify and assess customers' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods/tools.
- Escalate unresolved queries to respective departments for accurate redressal.

## ACCOMPLISHMENTS

Awarded certificate of excellence by Startek team for delivering high standards of performance and dedication for the month of NOV. 2020.

## EDUCATION

### Bachelor of Commerce

#### Kanpur University

2018

### Intermediate

#### United Public School (ISC Board)

2015

### High school

#### United Public School (ISC Board)

2013

## SOFT SKILLS

Active listening skills

Adaptability

Good client relations

Problem solving sttitude

Self motivated

## HARD SKILLS

### Proficient in MS office applications

MS word, Powerpoint, Excel

## LANGUAGES

English

Professional Working Proficiency

Hindi

Professional Working Proficiency

## INTERESTS

Listening music

Interacting with people