



Harsh Nagar

SALES MANAGEMENT AND CUSTOMER SUPPORT

Customer Care executive with an experience of 1.8 years in customer handling and team management,

CONTACT

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SOFTWARE

Excel
Power point
Freshdesk
My SQL
Pythons

SKILLS

- Mentorship and Coaching & Team Building
- Organization and Time Management
- Customer relations
- Growth Catalyst
- Project & Team management
- Intermediate EXCEL & Powerpoint

OTHER SKILL

- Team leadership
- Communication
- Project Support
- Customer success & relation
- Adaptability and Agility
- Growth Catalyst

Senior-Product Executive & Order and Shipment Executive |
March 2022 - September 2022
CAR IQ Technology { Pune, Maharashtra }

- Worked as a Senior-Product Executive & Order and Shipment Executive.
Customer problem assistant and provided on calls 70+ per day /Mail solution with a magnificent satisfactory rate.
- Trained for 2 months for dealing with the customer as a customer care agent.

Team leader | June 2021 - Feb 2022 Techno task
Business solutions PVT. LTD.

- Working as the team Leader (TL) in Meesho customer support and online solutions. Accountable for handling senior callbacks and the escalated mails.
- Responsible for resolving issues in the process of customer service and tracking the procedure to achieve the given target with 100% goal achievement .
- Assigned with assisting the agents team to supervise the quality of work and look after their performance

Customer Executive
VERTEX Solutions PVT. LTD. | December 2019 - June 2020

- Worked as a Customer problem assistant and provided (inbound call) on-call solution and answered 15+ calls per hour, exceeding target rate by 15%.
- Utilized product knowledge and customer protocols to resolve issues efficiently and reduce wait times.
- Achieved a 90% Customer satisfaction rating for continuously providing excellent customer service.

Education	institution	percentage	year
BBA	SAM co-ed college, Bhopal		
	Third year	66 %	2021-22
	Second year	76 %	2020-21
12th	First year	80%	2019-20
	Jawahar Lal Nehru School - BHEL Bhopal	50.4%	2018-19
10th	Jawahar Lal Nehru School - BHEL Bhopal	64%	2016-17

