



Resume

Sunny Gupta

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 55, Nand Vihar Colony, Sanagner, Pratap Nagar, Jaipur, 302029

Profile Summary

To pursue a career that serves as a learning curve and gives me an opportunity to add to the value chain of organization with my analytical, subjective and interpersonal skills.

Languages known: English, Hindi

Marital status: Unmarried

Gender: Male

Date of Birth: 12-June-1999

Knowledge Preview

- In-depth understanding and working knowledge in customer handling (Web-chat and Inbound & Outbound Voice).
- Efficient understanding and working knowledge of Call Centre Operations.
- Good understanding of various reports.
- Excellent working knowledge with international process.
- Proficient working knowledge in MS Office 2007-2019, OS (Windows XP – Windows 10)

Work Experience

-  **Teleperformance** each interaction matters **Teleperformance India Ltd. Jaipur**

Campaign:

Amazon Customer Support : (August'18 – October'19)

Role: Customer Care Executive (Web-chat and Inbound voice)

Responsibilities:

- Supported team to ensure smooth team operation.
- Working knowledge as Subject Matter Expert.
- Adhere to all compliance issues.
- Took Appreciation Chats.
- Motivated Team to achieve weekly & monthly assigned targets.



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**Amazon Development Center India Pvt. Ltd.
(September'20 – Present)**

Responsibilities:

- Worked for both domestic and international process.
- Excellent knowledge of Customer handling.
- Good customer convincing skills for competitive companies.
- Worked in different process and supported teams to achieve targets.

Academic Profile

- Bachelors in Commerce from Rajasthan University, in 2020.
- Sr. Secondary from J.V.P. International School, CBSE (Jaipur City).
- Secondary from, V.S.I. International School, RBSE (Jaipur City) .

Technical Skills

- Windows Basic Troubleshooting for OS and Software installation.
- Windows Operating System Knowledge (Win XP – Win 10).
- MS Office (2007-2016), Universal Office apps.
- Internet Applications.

Preferred Employment

Preferred Job location: Anywhere in India.

Last Drawn CTC: 2.29 LPA + Bonus & perks

Preferred CTC: As per industry standards.

Declaration

I certify that the above information provided by me is true and correct to the best of my knowledge, information and belief.

Place: Jaipur

Date:

(Sunny Gupta)