

Saurabh Shukla

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PROFILE OBJECTIVE

Interested in working at a reputed and well-managed company where I can use existing skills to the best and also gather new skills to reinforce my knowledge base or mature as a management professional.

PROFESSIONAL GROWTH TASK (8 Years 3 Months Experience)

Designation	Company	From	To
Customer Relationship Officer	GEDU Services	05/12/2023	Present
Education Counsellor	Career Era	01/07/2022	31/10/2023
Team Leader	Tech Mahindra Ltd (Flipkart)	01/08/2021	31/07/2022
Customer Support Associate	Tech Mahindra Ltd (Flipkart)	01/02/2021	31/07/2021
Front Desk Associate	Ram Janki Mahavidyalaya, Kanpur	01/08/2019	28/02/2021
Promoter	Sahara India	01/06/2017	31/08/2019

PROFESSIONAL EXPERIENCE

Customer Relationship Officer – 05/12/2023 to Present, GEDU Services

Job Roles:

- Guided students and working professionals worldwide in exploring opportunities for higher education abroad.
- Assisted in closing sales from inquiry to enrollment, ensuring student satisfaction.
- Coordinated with students to support them through the VISA application process.
- Built strong client relationships by providing personalized counseling and solutions.

Education Counsellor – 01/07/2022 to 31/10/2023, CareerEra

Job Roles:

- Advised students in individual and group counselling sessions to address academic, personal, and social needs.
- Managed international leads from Gulf countries (Dubai, UAE, Qatar, Oman, Bahrain).
- Achieved monthly targets in candidate onboarding and revenue generation.

Team Leader – 01/08/2021 to 31/07/2022, Tech Mahindra Ltd (Flipkart)

Job Roles:

- Managed a team of 22 Customer Support Associates.
- Monitored and published performance reports of team members.
- Mentored and guided associates in resolving complex customer issues.

Customer Support Associate – 01/02/2021 to 31/07/2021, Tech Mahindra Ltd (Flipkart)

Job Roles:

- Handled customer complaints with effective solutions and alternatives within set timelines.
- Ensured positive engagement and high customer satisfaction.

Front Desk Associate – 01/08/2019 to 28/02/2021, Ram Janki Mahavidyalaya, Kanpur

Job Roles:

- Welcomed and assisted guests.
- Managed mail correspondence, phone calls, and meeting schedules.

Promoter – 01/06/2017 to 31/08/2019, Sahara India

Job Roles:

- Influenced customers to avail opportunities and provided information about schemes.
- Created a positive image and generated interest among potential clients.

ACHIEVEMENTS

-  Won **Most Valuable Player Award** for achieving the highest sales on the floor.
 -  Won the **Product Knowledge Quiz**.
 - Achieved **Best TL Award** multiple times at Tech Mahindra.
 - Achieved **100 CQ Score** as a TL for supervisor calls.
 - Received **Client Incentives** for exceptional performance.
 - Earned **Appraisal Cards** for CSAT and RR.
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EDUCATION

- Completed **BBA** from CSJM University, Kanpur.
 - Completed **10th and 12th** from Kendriya Vidyalaya.
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PERSONAL DETAILS

- **Date of Birth:** 20/07/1999
- **Languages Known:** English & Hindi
- **Address:** Noida, Sector 68 (201307)