



Harshal Shukla


Sr. Associate, TeleperformanceDIBS

Knowledgeable and fluent in English language and skilled at building connections with customers to solve their problems. Excellent communication skills combined with analytical and attentive nature. Experienced Senior Associate driven to optimize processes and streamline operations for team efficiency. Decisive leader with an analytical and flexible approach to solving problems. Expert in customer relations and documentation.

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Indore, India 

20 May, 1998 

WORK EXPERIENCE

Senior Associate

Teleperformance Global Services PVT. LTD.

12/2019 – Present

Achievements/Tasks

- Was hired for the Myntra voice process under the Myntra premium pilot batch. Took CS calls as a part of role and currently working in Myntra Partner Support Team for solving vendors query and concern.

Associate

ENoah ISolution Pvt, Indore

02/2019 – 11/2019

Indore

Achievements/Tasks

- ENoah ISolution Pvt Ltd., Indore, Madhya Pradesh Joined as a trainee and post evaluation was hired as an associate permanently in just 2 months from a six month training program. Worked for retrieving medical records for EMSI international medical insurance process. Was able to successfully achieve a pre-appraisal as a result of good performance. Researched issues and took appropriate action to ensure speedy resolution.

Customer Care Executive

Teleperformance CRM Services PVT. LTD.,
Indore

08/2017 – 02/2019

Indore

Achievements/Tasks

- Was hired for Flipkart Voice process during the BBD sale event and then got an opportunity to have a movement in the PhonePe Voice process with an increment. Also served in the escalation team in Flipkart for escalation calls. Was a part of Flipkart L2 team also in the process later. In PhonePe was able to become aux SME as a result of consistent performance.

EDUCATION

SENIOR SECONDARY EXAMINATION

Little World School CBSE

03/2012 – 03/2014

HIGHER SECONDARY EDUCATION

Chaudhary Mother Care MP BOARD -
JABALPUR

03/2015 – 03/2016

SKILLS

Active Listening, Communication, Computer Skills,
Customer Service, Leadership, Management Skills,
Problem-Solving, Time Management

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency