**TARUN NAGAR**

SUBJECT MATTER EXPERT

**CONTACT**

**Address** **10 B Panchsheel Nagar, ,**

**Near jayjuri garden,**

**Dewas**

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**Email** **tarunnagarstar@gmail.com**

**CAREER OBJECTIVE**

**Customer service manager seeking an opportunity to use my customer service and management skills to improve customer satisfaction.**

**EXPERIENCE**

**05/04/2016 - 05/04/2017**

**22/06/2017 - 17/07/2018**

**23/07/2018-06/06/2019**

Subject matter expert

1 Year at Hinduja global solutions

Senior transaction processor 1 Year at Conduent Bussiness Services LLP

Amazon Development Centre India.

**PERSONAL PROFILE**

Date of Birth 21/05/1996

Nationality Indian

Marital Status Single

Known Languages English,Hindi, Marathi

**PERSONAL STRENGTHS**

**EDUCATION**

|  |  |
| --- | --- |
| **2018** | Bcom Hons |
|  | DAVV |
|  | 70% |
| **2014** | 12 |
|  | 12 From M.P BOARD BHOPAL |
|  | 60% |

-Delegates and monitors work to meet and beat deadlines.

-Unmatchable communication skills in written and verbal both.

-Works well in both team environments and individual assignments.

* Dedicated, hard working and proven ability to plan, organize the projects in both small and larger groups.

**PROJECTS**

**Subject matter expert**

**1Year**

Subject Matter Expert

-Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

* Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to

the associates on improvements and achieving higher customer satisfaction matrics.

* Undertaking responsibilities of removing unnecessary procedures in process for ecient functioning.
* Tracking performances of the team members and suggesting areas of improvements, facilitating & imparting training and monitoring the improvements on a continuous basis.
* Monitoring overall functioning of processes, identifying

**INTERESTS**

Team leader

improvement areas and implementing adequate

measures to maximize customer satisfaction level.

* Handling on-boarding calls for enhancing the service delivery.

**Senior transaction Processor**

**1 year**

* Handling live us calls.
* Mediator between ivr and customer's

-Handling I'vr of us largest telecom company At$T

**TECHNICAL SKILLS**

Well versed with Microsoft O ce Computer & Internet

Applications.

**DECLARATION**

I do here by con rm that the information given in this form is true to do the best of my knowledge and belief.

**Place :** **INDORE**

**Date :**