

Akhilesh Kumar

D-194, Sector-63A Gautam
Buddha Nagar Noida Uttar
Pradesh-201301

EXPERIENCE

Vivo Mobile India Pvt Ltd- Team Leader

Internal promotion X-care premium support service

- Provide the premium service for premium customer.
- Take Proper follow up and provide relevant resolution.
- Monitoring the Requirement traceability matrix.
- Manage the team break and week off rosters.
- Monitoring the work of individuals' representative and of the team.
- Possessing excellent product knowledge to enhance customer support.
- Provide detailed information (related to query) to customer.
- Document or maintain records of each and every interaction with the customer through CRM, for future evaluation.
- Follow the procedure, guidelines provided and implement it while troubleshooting queries.

Vivo Mobile India Pvt Ltd, Noida — Team Leader

25 January 2019 – 10 February 2024

- Take ownership of customer issue.
- Troubleshoot problems and drive resolutions.
- Escalated to unresolved issues to relevant internal teams.
- Collect accurate customer feedback.

SKILLS

- Team Handling
- Cooperative
- Task Delegation Ability
- Positive attitude in Communication
- Openness to new challenge

AWARDS

Emergency Response
Team Member **2021**

Star Performer **2020**

Fastest improvement
chair **2019**

Long Service Reward
2024

LANGUAGES

Hindi, English

- Master the use of help desk software.
- Collect all relevant data in CRM.
- Handle customer complaints.
- Answering question about a company product and services.
- Promote product and services.
- Identified actual problem and provide the proper resolution.

Paytm, Noida — **Customer Care Executive**

25 January 2018 – 09 January 2019

- Serves customers by providing product and service information and resolving product and service problems.
- Attracts potential customers by answering product and service questions and suggesting information about products and services.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem.
- Contributes to team effort by accomplishing related results as needed.

EDUCATION

AKTU, Lucknow — **MBA**

July 2014 - June 2016

Specialization with HR and Marketing

Monad University, Meerut — **BA**

July 2011 - June 2014

Contact Detail

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