

Anurag Singh

Operations intern (Team Leader)

A result oriented Team Leader with 4+ years of total experience in Customer Sales and Service delivery for an International Chat process. A certified coach specialized in coaching team members effectively to align their vision with Company's vision.

Skills & Achievements

- Communication skills
- Interpersonal skills
- Highly organized with strong attention to details
- Time management
- Flexibility and adaptability
- Problem solving
- Analytical and critical thinking
- Group influencing ability
- Effective communication skills
- Team player
- Top Performer for CSAT
- Recognized for excellent work

Work experience

Operations Intern (Team Leader)

Etech Global Services, Gandhinagar
(Feb-2021 to Nov-2021)

- Coaching Team members to maintain efficiency and provide better customer experience.
- Communicating product and process updates through weekly trainings.
- Attending client calibrations and performance review calls to discuss site performance and create action plans.
- Providing constructive feedback consistently to help Team members understand their opportunities.

Customer Experience Specialist

Etech Global Services, Gandhinagar
(June-2017 to Jan-2021)

Educational Qualifications

Bachelors of Engineering – Civil

(2013 to 2017)

Venus International College of Technology, Gandhinagar affiliated to Gujarat University Engineering
8.79 CGPA

Senior Secondary Certificate

(2011-2013)

Kendriya Vidyalaya, Gandhinagar