

NITISH CHAUHAN

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Behind Chanakyapuri Sector – 3,Ghatlodiya,

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Career Objective:

- To keep up with cutting edge of technologies.
- To use my skills in best possible way for achieving the company goals.
- To enhance my professional skills in a dynamic and fast paced workplace.
- To solve problems in an effective/creative manner in a challenging position.
- Seeking a responsible job with an opportunity for professional challenges.

Work Experience:

23 July 2015 till 15 Jan 2016: Team Lease (P) Ltd Associate

Working with WNS Global Services on a Third Party Payroll (Team Lease).

The job role was to answer the inbound calls received from the onshore agents and providing them with a resolution looking at my quality consistency and previous experience the management hired me on WNS payroll.

Provide the Off shore agents with the Query related to Road side assistant through call and email

18 January 2016 till 01/01/2018: WNS Global Services (P) Ltd Ops Associate

Roles & Responsibilities:

Working for AAA(American Automobile Association) process as Ops Associate. The job role was to answer the inbound calls received from the onshore agents and providing them with a resolution.

Providing process training to new joiners and assisting agents with their queries over the call

Assisting on-shore agents with queries related to Customer Memberships over the phone or Emails.

Trained the agents on new application and making sure that the implementation of the new application is running smooth.

Responsible for processing overpayment counts after analyzing the Membership and take correct resolution.

Also working with Credit refund team at (Overpayment)

Also processing the refund over the cal

17/04/2018 till 17/07/2020 : Concentrix Daksh services private limited Ops Sr representative

Roles & Responsibilities:

Working for Virgin media UK process as SR Ops Representative.

The job role was to answer the inbound calls received from the customer and providing them with a resolution.

Assisting with queries related to Customer technical quires over the call and email.

Also working with customer services where in I need to explain the bills to the customers

Also supported the new batch

13/09/2021 till 9/9/2022 - Apline Health LLP as Inside Sales Executive

Working for the US baised Pharmsutical Company (Alpine helth LLP) as Inside sales Excutive

Need to aquire the new clients from Home Heath Agencies and Pharmacies through the call and the emails

19/9/2022 till the date : IndusInd Bank (Premium Acquisition manager)

Acquiring New NRI Clients.

Responsible for acquiring NTB (New to Bank) for FD & Fee

Education Qualification

Graduation	University /Board	College / School	Year of Passing
M.B.A(Finance)	Pune University	Sinhgad Institute of Business Administration & Research, Pune	2015
B.COM	Pune University	Maharashtra Institute of Technology (MIT)	2013
HSC	C.B.S.E	RSVM Dhanbad	2010
SSC	C.B.S.E	RSVM Dhanbad	2008

EXTAR CURRICULAR ACTIVITIES

- Volunteered in many events and functions.
- Participated in B-School Quiz Conducted By Business Standard(FY MBA)
- Participated in Sinhgad Karandak Event
- Attended Workshop On Financial Modelling Using MS Excel Foundation

Hobbies:

- Bike Riding.
- Football