SHUBHAM GUPTA

Skilled Customer service professional with over two and a half years of successful client services, management and leadership experience. BUT Looking to change my career through the knowledge which I have gained with the learnings. Enthusiastic and personable individual who enjoys working with people and building long lasting relationship and product loyalty. Passionate about creating organizational success and bettering brand reputation through the skills in a truly memorable way.

SKILLS

- HTML & CSS
- JavaScript
- ReactJS
- NodeJS
- ExpressJS
- MongoDB
- Authentication

EDUCATION

Babu Banarasi Das University, Lucknow
Bachelor of Technology (Civil Engineering) | 2014 - 2018

Guru Nanak Inter College, Mirzapur
Intermediate (PCM) | 2012 - 2013

Guru Nanak G Inter College, Mirzapur
High School | 2010 - 2011

EXPERIENCE

SR. ASSOCIATE CUSTOMER SUPPORT

Tech Mahindra | May 2022 - May 2023

Provide export support to customers and resolve customer queries through calls. Identify customer needs and help customer use specific features. Act as a bridge between technical support and client. Perform other position related duties specified by Management.

CUSTOMER SERVICE EXECUTIVE

Web Techno Services | Oct 2020 - May 2022

Provide company information and policies to customer upon inquiry and answered questions via calls. Escalated critical issues to supervisor immediately to avoid lost revenue and canceled policies. Maintained customer satisfaction with forward thinking strategies.

https://github.com/shubhamrpgupta

I have deployed an app with the CRUD operation, which is a major project I have worked on with the tools using Node.js, Express.js, MongoDB, Passport, etc. I am working on few small projects.

CONTACT

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